

## Individual Cultural Competence

Elements of Cultural Competence	Implications for Person-Centered Thinking and Practice
<i>Understand Your Own Culture</i>	<ul style="list-style-type: none"> <li>• Be attuned to both similarities and differences between and among persons from all cultural groups.</li> </ul>
<i>Engage in Self-Assessment</i>	<ul style="list-style-type: none"> <li>• Examine whether and how your cultural belief systems may positively or negatively influence communication and relationships with the persons to whom you provide services and supports and their families;</li> <li>• Consider cultural beliefs and practices associated with the discipline or profession to which you belong.</li> </ul>
<i>Acquire Cultural Knowledge and Skills</i>	<ul style="list-style-type: none"> <li>• Prepare and support staff, at all organizational levels, to communicate and interact effectively with persons and populations from culturally diverse background and with each other.</li> <li>• Ensure that person-centered planning methodology (tools and protocols) is adapted to the person and the socio-cultural contexts and community in which the person lives.</li> </ul>
<i>View Behavior Within a Cultural Context</i>	<ul style="list-style-type: none"> <li>• Establish organizational policy, structures, and practices that provide the foundation to integrate culturally competent and person-centered practices; and ensure staff acceptance and adherence accordingly.</li> </ul>

## Organizational Cultural Competence

Elements of Cultural Competence	Implications for Person-Centered Thinking and Practice
<i>Value Diversity</i>	<ul style="list-style-type: none"> <li>• Implement organizational policy and practices that acknowledge and are responsive to the diversity of persons and populations served.</li> <li>• Recruit, retain, and support diverse staff including those representatives of the persons and populations served.</li> </ul>
<i>Conduct Organizational Assessment</i>	<ul style="list-style-type: none"> <li>• Implement assessment processes to examine the extent to which culturally competent and person-centered practices are in alignment.</li> <li>• Elicit the perspectives and experiences of persons (and their families) who receive services and supports in these processes.</li> </ul>
<i>Manage the Dynamics of Difference</i>	<ul style="list-style-type: none"> <li>• Prepare and support staff, at all organizational levels, to communicate and interact effectively with persons and populations from culturally diverse background and with each other.</li> <li>• Ensure that person-centered planning methodology (tools and protocols) is adapted to the person and the socio-cultural contexts and community in which the person lives.</li> </ul>
<i>Embed Cultural Knowledge</i>	<ul style="list-style-type: none"> <li>• Establish organizational policy, structures, and practices that provide the foundation to integrate culturally competent and person-centered practices; and ensure staff acceptance and adherence accordingly.</li> </ul>
<i>Adapt to Context of Communities Served</i>	<ul style="list-style-type: none"> <li>• Keep abreast of the demographic make-up of populations residing in the area</li> <li>• Systematically review the demographics of persons receiving and/or in need of physical or mental health, aging, or other social services and supports</li> </ul>