

Diversity Competency Checklist for Health Programs and Services

The vision of the Calgary Health Region from a diversity perspective is to become a model diversity competent organization, demonstrating best practices. One indicator of a diversity competent organization is implementation of equitable and accessible programs and services for all. This assessment is intended to determine the extent that your program or service is diversity competent. It is also intended to increase awareness of the importance of diversity competence in delivery of health care services. The following items are examples of values and practices that diversity competent programs and services demonstrate on a consistent basis.

Mark the blank in front of each statement with one of these 5 symbols:

F – Things we do frequently

O – Things we do occasionally

R – Things we do rarely or never

? – We don't know

N/A – not applicable

Welcoming and other signage translated in the most common languages of origins of the clients/patients and their families served by the program or service is displayed.

“Interpretation Service Available” placards are clearly displayed.

Notices and announcements are translated in the most common languages of origins of the clients/patients and their families served by the program or service.

Pictures, posters and other materials that reflect the diversity of clients/patients and their families are displayed.

Magazines, brochures, and other printed materials in reception areas are of interest to and reflect the diversity of clients/patients and their families served by the program or service.

The materials (print, videos, films) used for client/patient health education have been reviewed to ensure they are reflective of the diversity of clients/patients and their families served by the program or service.

Patient/client Education Materials are available in translated versions and alternative formats.

When foods and beverages are provided, they are unique to the diverse backgrounds of clients/patients and their families served by the program or service.

Toys and other play items are representative of the diverse groups within the local community and society in general.

Books, movies and other media resources have been screened for use of inclusive language before sharing them with clients/patients and their families served by the program or service.

Information on acceptable behaviors, courtesies, customs and expectations that are unique to specific diverse groups served by the program is available to staff.

There is not an answer key for correct responses, however review the “C” responses. These are areas that your program and service may not necessarily be demonstrating values and engaging in practices that promote diversity competent health care. Please discuss these items with your manager or contact Diversity Services (943-0202) for assistance in developing these areas.

Adapted from:

Goode, T.W. Promoting Cultural Diversity and Cultural Competency. Georgetown University Center for Child and Human Development – University Center for Excellence in Developmental Disabilities Education, Research & Service. 2002

- Community informants and families are consulted to provide information that will assist staff in adapting services to ensure it is responsive to the needs and preferences of the diverse populations they serve.
- Members of the diverse populations we serve are brought in to explain their cultural norms to the staff.
- Cultural guides and resources are available to staff.
- Mission statements, goals, policies and procedures are regularly reviewed to ensure that they incorporate principles and practices that promote diversity and diversity competency.

Results:

What was the total number of statements that you marked:

F _____
O _____
R _____
? _____

If the majority of the statements were marked F (frequently) or O (occasionally), your program or service is demonstrating diversity competency. Review the statements which were marked R (rarely) and ? (unknown) and try to implement changes to improve these areas of diversity competency.

If the majority of the statements were marked R (rarely) or ? (unknown), there is some room for improvement with the diversity competency of your program or service. On-line resources are available that will help your increase the diversity competency of your program or service: <http://www.calgaryhealthregion.ca/programs/diversity/index.htm>

You can also consult with Healthy Diverse Populations at 403-943-0275 to review the diversity competency of your program or service to result in a more equitable and accessible program or service.