

EXERCISE 1 - 2

OVERCOMING HISTORY:

BUILDING CULTURAL COMPETENCY & A WELCOMING WORKPLACE

WHO AM I?

RACE

ETHNICITY

CULTURE

WHAT IS A WELCOMING WORKPLACE?

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STEREOTYPES

Write down as many stereotypes your are aware about the label provided	
Middle Eastern	
Gay	
Hindu	
Lesbian	
Christian	
Muslim	
Jewish	
Transgender	
Immigrant	
Latino	
East Indian	
Queer	
Bisexual	
Asian	
African Canadian	
First Nations	
Caucasian	
Disabled	



EXERCISE 3 - 2**GROUP / PERSONAL REFLECTION-
use notes page if necessary**

1. Were there any stereotypes posted on the groups that you identify with, or belong?
2. Did you notice any stereotypes that you personally have for any of the groups posted?
3. Were positive as well as negative stereotypes posted?
4. How might positive stereotypes be problematic?
5. How did the experience of writing and hearing the stereotypes read aloud feel?
6. How might these written stereotypes impact the workplace environment when dealing with persons of the represented groups?



EXERCISE 4 - 2

WELCOMING & CULTURALLY COMPETENT ENVIRONMENTS: CHECKLIST

This checklist is intended to provide guidance to employees about creating or maintaining both a client/customer service environment and an office environment for co-workers that are respectful, inclusive and culturally competent.

It provides concrete examples of the kinds of values and practices that foster such an environment where customer and coworkers feel welcomed and included.

Directions: Please select A, B, or C for each item listed below.

A= Frequently B= Occasionally C= Rarely or never

I. Facilities/Physical Worksites

- _____ 1. Our office or worksite is easily identifiable, free from clutter, and physically accessible.
- _____ 2. The lobby and/or worksite displays pictures, posters, and other materials reflecting the cultures and ethnic backgrounds of clients/customers served by the organization.
- _____ 3. Equipment is available to accommodate the needs of customers/clients (video relay systems, telephones with amplification, computers with screen readers, ergonomic keyboards, etc.).
- _____ 4. Signs are in large print, clear and use at least a 70% color contrast to ensure visibility.
- _____ 5. There are clear, multi-lingual signs about linguistic services available in the office posted in the front desk area.



II. Personal Interactions/Communications

___ 1. Clients/customers are able to communicate via bilingual staff; language interpreters, or sign language interpreters. Staff members know how to access sign interpretation and language services.

___ 2. Information about programs, services, and other functions are available upon request in a variety of formats including large print, Braille, audio tape etc.

___ 3. Office staff is careful to be professional and respectful concerning their body language. We are also aware of what is acceptable with the diverse clients / customers served.

___ 4. When necessary, we use alternatives to written communications with clients as verbal communication may be a preferred method of receiving information, with written records retained.

___ 5. We understand that a limitation in English language proficiency is not a reflection of level of intellectual capacity or ability to communicate in the person's primary language.

___ 6. We seek information from community partners, and client/customers to help respond appropriately to the needs and the preferences of the diverse groups served by the office or program area.

___ 7. We "SMILE" in greeting clients and staff as we interact in the workplace, because this is seen as welcoming in most cultures.

___ 8. We treat clients/customers with respect by being sensitive to the timing in communication and by showing respect for providing an individual his/her personal space.

___ 9. We are sensitive to the impact on others in the workplace concerning the use of personal cell phones, radios, and other technical audio/visual devices.

___ 10. In our worksite, we recognize that some individuals may have sensitivity to cologne, perfume, perfumed lotions, and scented hair products. When we are provided feedback about a fragrance we respond respectfully and professionally.



III. Values and Attitudes

____ 1. We attend training to enhance knowledge and skills in the provision of services and supports to culturally, ethnically, racially, linguistically and other diverse groups.

____ 2. We are committed to seeking out experiences that expose us to diverse backgrounds, ethnicities, abilities etc. (e.g. cultural events, one-on-one conversations, guest speakers at staff meetings, etc.).

____ 3. We try to be aware when we might be passing judgment, or imposing our own values on those who hold different beliefs.

____ 4. We, staff and managers, advocate and participate in the review of programs or agency's mission statements, goals, policies, and procedures to insure that they incorporate principles and practices that promote cultural diversity and cultural competence.

How To Use Your Answers

- There is no answer key with correct responses. However, if you frequently responded "C", the office or worksite you rated may be less inclusive and welcoming than perceived. You may benefit from discussion about, and implementation of, practices that promote a diverse and culturally competent environment.
- Use the checklist to identify a few areas that you can start working on to improve practices that promote welcoming environments for all staff, clients & customers.



EXERCISE 5 - 2

Organizational Guide To Sustaining A Welcoming Workplace

As a Manager, your leadership in creating a welcoming work place is sometimes key to employee retention, and customer satisfaction. Read each statement and indicate if this is something that you need to begin doing, is something you would like to learn more about, or is something that you do very well. There are no 'right' answers. You will use the information to identify gaps and where your focus should be directed.

1. I welcome staff and clients, by positively acknowledging their cultural identity(ies).
I need to initiate ____ I need additional work ____ I already do ____
2. I work to ensure that the makeup of the workforce reflects and takes into consideration the community that we serve.
I need to initiate ____ I need additional work ____ I already do ____
3. During meetings and interaction with staff, I discourage any one person (including myself) from dominating "air time".
I need to initiate ____ I need additional work ____ I already do ____
4. I confront offensive or derogatory attitudes, slurs or jokes and make it clear that they are not welcome.
I need to initiate ____ I need additional work ____ I already do ____
5. I take the lead and also empower staff in planning events that celebrate diversity.
I need to initiate ____ I need additional work ____ I already do ____
6. I ensure the selections of activities at sponsored functions take into account the diversity as well as the personal preferences of participants.
I need to initiate ____ I need additional work ____ I already do ____
7. I support a strong orientation program for new employees and/or staff in a new position, which includes working with diverse populations.
I need to initiate ____ I need additional work ____ I already do ____



8. I assign a mentor or coach to every new employee and/or staff in a new position.
I need to initiate ____ I need additional Work ____ I already do ____
9. I actively create an open communication environment for staff including conversation about race.
I need to initiate ____ I need additional Work ____ I already do ____
10. I make every attempt to ensure office(s) that I supervise are easily identifiable, clean, accessible, and in compliance Human Rights legislation.
I need to initiate ____ I need additional Work ____ I already do ____
11. I ensure that office(s) that I supervise show décor that reflects and celebrates the diversity of the people we serve.
I need to initiate ____ I need additional Work ____ I already do ____
12. I know the cultural background of clients and customers in our service area, and make conscious accommodations to welcome them.
I need to initiate ____ I need additional Work ____ I already do ____
13. I identify and/or facilitate learning opportunities for staff.
I need to initiate ____ I need additional Work ____ I already do ____
14. I ensure that clients/consumers are able to communicate with us through language or sign interpreters or bilingual staff, as appropriate.
I need to initiate ____ I need additional Work ____ I already do ____
15. I know about the VANSDA cultural competency program and use their resources to better understand and help clients, consumers and staff.
I need to initiate ____ I need additional Work ____ I already do ____
16. I promote the formation or continuing existence of a diversity committee to develop opportunities that enrich culturally competent services for clients/ customers and staff.
I need to initiate ____ I need additional Work ____ I already do ____



CORE VALUES- ORGANIZATIONAL

Integrity - We maintain the highest standards of individual and institutional **INTEGRITY**. Integrity is demonstrated by taking the right action. It is the willingness to do what is right even when no one is looking. It is each person's "moral compass". It is a reflection of one's character and demonstrates principles like honesty, loyalty, courage, justice, self-respect and humility.

Stewardship - We are accountable in action and attitude for this **STEWARDSHIP** of the community trust. All employees, regardless of job title or classification, are stewards of this and use of the resources available to advance our public mission of assisting people to become independent, healthy and safe.

Responsibility - We take **RESPONSIBILITY** for our actions. Our organization has relationships with several populations – the public, customers, clients, partners, volunteers, contractors and governmental bodies. We understand that each of these relationships requires us to accept different responsibilities and that we manage these responsibilities to advance our missions.

Respect - We **RESPECT** the **DIGNITY** and the **DIVERSITY** of our colleagues, communities and people we serve. We treat each person with dignity, fairness and respect. We respect the diversity of our workforce, our community, and our customers. We are attentive to personal dignity and receptive to diversity of ideas. We recognize the value of respecting individuality, personal experience and varied cultural backgrounds.

Professionalism - We maintain the highest standards of **PROFESSIONALISM**. Regardless of our formal expertise or credentials, and regardless of whether we interact with the public, public officials or our clients, we adhere to standards, methods, behaviours and personal characteristics demonstrated by the best workers in their respective fields.

