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| **MONTCALM CARE NETWORK****611 North State Street, Stanton, MI 48888** |
| SUBJECT: Cultural Competence and Limited English Proficiency | Section: 7153 |
| Effective Date: April 24, 2001 | Revised Date: September 25, 2012 |
|  Version: 3 |  Status: Current |

Montcalm Care Network shall ensure access to services and that services are delivered to consumers in a manner that demonstrates respect and an ongoing commitment to reasonably accommodate for cultural and ethnic diversity including accommodations for persons with limited English proficiency, who use augmentative communication technology, or other alternative communication methods.

All staff will be oriented to, and demonstrate competence as it pertains to cultural diversity, and accommodations for limited English proficiency, or communication differences. Minimally this will include policies and procedures related to cultural competency and accommodation for communication differences and resources available to accommodate those with cultural, language or other communication differences. Competence also includes a general awareness of the cultural diversity that make up our community including issues related to race, culture (including multicultural concerns), religious beliefs, regional influences (ruralness) in addition to the more typical social factors such as gender, sexual orientation, marital status, education, employment and economic factors, etc.

An assessment of competence will be completed at the time of hire and re-evaluated on an annual basis. Training in limited English proficiency and cultural competency will occur during employee orientation and annually thereafter.