



Celebrate Diversity!

Covenant CMS. LLC.'s Official Cultural Competence Plan:

Covenant CMS. LLC. will provide respect and understanding to the different values, traditions and relationships based on the cultural preferences of the people we serve.
Covenant CMS. LLC. encourages and promotes community inclusion to all people in order to help bring awareness to the community and the diverse cultures in which they live.

Diversity - refers to the differences we recognize in ourselves and others such as gender, culture, age, race, ethnicity, religion, sexual orientation, physical and mental abilities and challenges, etc. What makes you different from the person beside you?

Perception - how we individually think affects how we perceive information and how we respond to that information. We don't all process information in the same way.

- Knowing your own culture helps you to understand other cultures.
- Knowing other cultures can improve your own methods of doing and seeing things.
- Being different is okay and differences can be recognized, acknowledged and cherished.

Culture - a shared system of symbols, beliefs, attitudes, values, expectations and norms of behavior. Ex. man/woman, dietary choice, music preference, deaf culture, artists, parents, career, etc.

Consider how different cultures view shaking hands, kissing upon greeting, etc. Ex: In Tibet it is considered polite to stick out your tongue at your guests. In Albania, nodding your head means "no" and shaking your head means "yes." How might this cause confusion or miscommunication?

Race - the concept of dividing humans into populations or groups on the basis of sets of characteristics. The most widely used human racial categories are based on visible traits (skin color, cranial/facial features, hair textures) and self-identification.

Ethnicity - a group of human beings whose members identify with each other, usually on the basis of a presumed genealogy or ancestry. Connotes shared cultural, behavioral or religious traits.

Nationality - the status of belonging to a particular nation by origin, birth or naturalization.

Things to remember about cultural diversity:

- Be aware of your own culture and how it may affect your beliefs.

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Covenant Case Management Services, LLC.
4410 Laurel Twig Court
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Fax #: (704) 908-0251



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- Keep an open-mind toward others' cultural preferences.
- Seek information about different cultural practices and world views.
- Ask questions, keep yourself open and share your own culture.
- Communication is KEY!
- Being culturally competent increases quality of care.

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Policy: Communications with limited English proficient enrollees / culturally competent communications	Date: April 2020
Policy# 89	Date Revised:

Reference:

Covenant Case Management Services (CCMS) will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of CCMS is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving services provided. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent for treatment forms, financial, evaluations/assessments, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Covenant Case Management Services (CCMS) will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Covenant Case Management Services (CCMS) will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or “I speak cards,” available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with patients (clients/residents) or family members, the language used to communicate with the LEP person will be included as part of the record.

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2. OBTAINING A QUALIFIED INTERPRETER

Operations Director is responsible for:

- (a) Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff;
- (b) Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret;
- (c) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

Choice Translating Agency and Melissa Harris Licensed and Certified ASL Interpreter have/has agreed to provide qualified interpreter services. Their contact information is listed as:

Melissa Harris Licensed and Certified ASL Interpreter
3259 Brixton Court
Charlotte N.C. 28205-3332
704-458-2854
harris7118@gmail.com

Choice Translating
112 South Tryon St. Ste 1500
Charlotte, NC 28289
704-717-0043
choicetranslating.com

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children and other clients/patients/residents will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

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3. PROVIDING WRITTEN

TRANSLATIONS

(a) When translation of vital documents is needed, each unit in CCMS will submit documents for translation into frequently encountered languages to assigned clinician. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.

(b) Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

(c) CCMS will set benchmarks for translation of vital documents into additional languages over time.

4. PROVIDING NOTICE TO LEP PERSONS

Covenant Case Management Services (CCMS) will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in CCMS main offices, websites and media sites. Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, and newsletters.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, Covenant Case Management Services (CCMS) will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, CCMS will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from individuals served, community/partnering organizations, etc.

6. STAFF TRAINING

All new staff will receive, during orientation, training on cultural competence and LEP policies and procedures. Annually all staff will receive updated training on cultural competence. Staff will receive ongoing training in LEP policies and procedures. Affiliates will maintain documentation of training that includes the staff person's name and the dates of training.

The components of the training shall include:

- An overview of the LEP policies and procedures
- An overview of cultural competency policies and procedures
- Overall awareness of cultural competency and issues involved, including, but not limited to, ethnic/racial backgrounds, gender culturalization, socioeconomic/education status, sexual orientation, physical capacity, age, spiritual/religious beliefs, regional perspectives and multi-cultural influences.

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