

POLICY AND PROCEDURE

REACH for Tomorrow

Cultural Competency and Inclusion Policy

Partial Hospitalization Program (PHP)

Effective Date: 08/15/2025

Approved By: Director of Medical and Clinical Services

Review Schedule: Annually or as Needed

Applies To: All Programs — Outpatient MH/SUD, IOP, PHP, and Integrated Primary Care/Behavioral Health

Purpose

To ensure that services within the Partial Hospitalization Program (PHP) are delivered in a culturally responsive, inclusive, and respectful manner that recognizes and values the diversity of individuals served. This policy supports equitable access to care and promotes an environment where all individuals are treated with dignity and respect.

Policy

The organization is committed to providing culturally competent and inclusive services that recognize the unique cultural, linguistic, social, and personal identities of individuals served. Staff strive to understand and respect differences in culture, beliefs, values, gender identity, sexual orientation, religion, language, and socioeconomic background.

Program services are delivered in a manner that promotes equity, inclusion, and respect while reducing barriers to care.

Scope

This policy applies to all staff, contractors, volunteers, and individuals involved in delivering services within the Partial Hospitalization Program.

Principles of Cultural Competence

The program supports cultural competence through the following principles:

- Respect for cultural diversity and individual identity
- Recognition of cultural influences on mental health and treatment engagement
- Commitment to equitable access to services
- Sensitivity to language, beliefs, and cultural practices

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- Promotion of an inclusive and welcoming environment

Staff Training

Staff receive education and training related to cultural competency and inclusive practices during orientation and through ongoing professional development. Training topics may include:

- Cultural awareness and humility
- Implicit bias recognition
- Effective communication across cultures
- Working with diverse populations
- Language access and interpreter use

Language Access

The program makes reasonable efforts to ensure that individuals with limited English proficiency can access services. Language access may include:

- Interpreter services when available
- Translated written materials when appropriate
- Use of culturally appropriate communication strategies

Individualized Care

Clinical staff consider cultural factors that may influence treatment engagement, communication styles, and recovery goals. Treatment planning and service delivery should incorporate culturally relevant considerations whenever possible.

Inclusive Environment

The program strives to maintain an environment that is welcoming and respectful of all individuals. Staff demonstrate respect for personal identity and ensure that individuals served feel safe and valued within the program setting.

Addressing Barriers to Care

The organization evaluates potential barriers that may affect access to services, including cultural stigma, transportation challenges, language differences, or socioeconomic factors. Efforts are made to reduce barriers whenever possible.

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Feedback and Improvement

Feedback from individuals served and staff may be used to identify opportunities to improve cultural responsiveness and inclusivity within the program.

Quality Monitoring

Cultural competency practices are periodically reviewed through quality improvement processes, client feedback, and staff training evaluations to ensure services remain responsive to the diverse needs of the community.