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**PURPOSE:**

Open Door Community Health Centers (ODCHC) strives to provide services to all patients in a culturally and linguistically competent and sensitive manner using the guidance of this policy.

**DEFINITIONS:**

**Culture:** Integrated patterns of human behavior that include the language, thoughts, actions, customs, beliefs, values, and institutions that unite a group of people.

**Cultural Awareness:** The capability of effectively dealing with people from different cultures. An ongoing process.

**POLICY:**

ODCHC is committed to an environment that not only promotes the awareness of ethnic, cultural, racial, economic, sexual orientation and gender issues, but also values diversity. To the extent reasonable and possible, ODCHC will actively recruit and hire culturally diverse staff, as diversity within the organization provides a full range of perspectives and contributes to better meet the needs of the community we serve.

Services will be provided regardless of a person's culture, ethnicity, economic status, sexual orientation, gender or ability to pay. Services shall be available with access to, and use of, the primary language of the patient.

Staff will receive training in cultural awareness in order to fulfill this policy.

**REFERENCES:**

None

**ASSOCIATED DOCUMENTS:**

AG\_Bilingual and ASL Services

OPS.013 Cultural Competency (Retired)

**KEYWORD TAGS:**

Competent, competency, cultural, identification