



# Ozark Family Resource Agency

Ripley County Family Resource Center  
Ozark Foothills Child Advocacy Center  
Ripley County Crisis Shelter  
Ozark Affordable Housing Program

## Cultural competency policy

It is the policy of Ozark Family Resource Agency to work and provide services in a culturally competent manner.

### Definition

Cultural competence means that one understands the role of cultural values, beliefs and behaviours in the development of humans, supports the preservation of cultural ways of being, and works to eliminate cultural, ethnic, racial and sexual orientation bias.

### Beliefs

- We believe that all families have strengths and challenges.
- We believe that all families have a culture that guides their behaviour.
- We believe that all families uniquely contribute to the broader community through their culture.
- We believe that our similarities as humans are as important as our cultural differences.
- We believe that learning begins at birth, that learning is life long, and that learning is reciprocal.
- We believe that embracing multi-culturalism will improve our ability to do our work and enhance the value of our work.
- We believe there is no way to diversity. Diversity is the way.
- We believe that the richness of all cultures deeply enriches our lives.
- We believe that we can grow an organizational culture that lives these beliefs.

### Practice

- We will work with staff, volunteers, ministerial groups, churches or other professional translators to develop a method of communicating when needed with clients.
- We will utilize online sources of communication when applicable.
- We will respect each culture and their beliefs and work to accommodate based on their needs.
- We will work to eliminate cultural, ethnic, racial and sexual orientation bias, through awareness and education in our communities.