

**North Country Community Mental Health  
Northern Affiliation**

**Policy Regarding Cultural Sensitivity**

**POLICY:**

- I. The Provider Quality Oversight Committee will be charged to provide leadership in creating and promoting a more culturally competent, sensitive and inclusive environment.
- II. The Provider Quality Oversight Committee will oversee the assessment of community need and implementation of policy and procedure resulting from the assessment.
- III. The Affiliation's service provision activities and programs will be culturally competent so that all consumers are treated in the most sensitive and respectful manner.
- IV. Cultural Sensitivity training material will be developed annually and distributed to all providers for use with staff.
- V. The Affiliation will monitor service assessment and service provision to ensure that services provided are culturally competent and sensitive.

Approved by Operations Committee: June 18, 2002