

Cultural Empathy

Organizational Considerations

Communication:

- *Do we have materials in multiple languages?*
- *Do I know how to access a translator?*
- *Do we have a process to assure that we are including the right people in the conversation? Eg, in some communities, decisions are made by the head of household, or a community elder.*
- *How do we assure use of open ended questions?*
- *Do we encourage preferred gender language?*
- *How do we communicate public information/events?*
- *How do we assist persons with limited English literacy?*
- *What other communication issues might be important to consider?*

Access:

- *How do our hours of operation include people with non-traditional work schedules?*
- *Do we penalize people who do not conform to dominant culture time expectations?*
- *How far is the nearest bus stop?*
- *What is the parking situation like?*
- *If I were using a mobility device (wheelchair, walker) would I be able to navigate the building?*
- *Do we conduct community or home-based visits/services to alleviate barriers?*
- *Can all people comfortably use the restroom?*
- *What other access issues might be important to consider?*

Staffing:

- *How does our workforce reflect the composition of the community we serve?*
- *Do we provide meaningful training opportunities?*
- *What is our Equity plan?*
- *How do we provide opportunity for people to advance in the organization?*
- *Does our pay structure assure equity and livability?*
- *How do we assure that our staff are qualified for the work they do?*
- *What other staffing issues might be important to consider?*

Inclusion:

- *What is our decision-making process?*
- *How do we assure that all voices are represented in our decision-making?*
- *How do we assure that the right voices are included in program planning, development and change?*
- *How would we measure inclusion?*
- *What other inclusion issues might be important to consider?*