



Centretown Community
Health Centre
Centre de santé
communautaire du Centre-ville

ORGANIZATIONAL CULTURAL COMPETENCE AUDITS

Cultural Competence is a set of congruent behaviours, attitudes and policies that come together in a system, agency or profession that enables that system, agency or profession to achieve cultural diversity and to work effectively in cross cultural situations.

In 2006, working with the Centre for Research on Community Services, CCHC developed a framework for cultural competency. In 2007, working with Carleton University, an audit tool for assessing progress toward becoming a culturally competent organization was developed and implemented. Now, CCHC conducts its cultural competence audit every three years. We engage a consultant who administers these surveys in an online format, compiles the data and reports the findings in a PowerPoint presentation.

We are pleased to make these tools available to Ottawa-area organizations to assist them in evaluating their cultural competence. Specifically, CCHC is making available the following tools:

- A comprehensive framework of Cultural Competence Standards and Indicators;
- A list of key documents supporting organizational cultural competence;
- Three survey questionnaires to be completed by Staff, Management and Board Members.

A CD with all of these documents is available for purchase for \$30. We encourage you to use the documents and questionnaires in their entirety, as that will offer the most comprehensive assessment of your centre. Please note: the documents and CD are available in English only.

We encourage organizations that use these tools to *share their aggregate data with CCHC in an effort to develop benchmarks across similar organizations.*

To purchase a CD, or if you would like to be referred to the consultant, please contact:

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