

Department:	CMC – HR – 009
Issue Date:	01/12/2019
Revision Date:	01/07/2020
Next Revision Date:	01/07/2022
Version:	02

CULTURAL SENSITIVITY AND AWARENESS POLICY

1. PURPOSE

1.1 To ensure that all staff are aware and understand that culture and language have a considerable impact on how patients access and respond to healthcare services. This policy states that culturally effective and sensitive healthcare is important and critical for delivering quality healthcare and for achieving positive health outcomes.

2. POLICY STATEMENT:

- 2.1 Ensure that patients have access to culturally sensitive and competent quality healthcare with consideration of the diverse, multicultural, multi lingual, and range of socioeconomic populations residing in the Emirate of Abu Dhabi.
- 2.2 Advocate that cultural and religious values of UAE are not compromised during the healthcare service delivery but are integrated into the system of care so as to provide culturally sensitive and competent healthcare services.
- 2.3 Recognize the cultural diversity and religious beliefs of the multinational community served in healthcare facilities, and to ensure that all are treated with dignity, respect, sensitivity, and with consideration of appropriate cultural norms and traditions.
- 2.4 Provide, recruit and retain qualified, diverse and culturally competent administrative, clinical, and support staff that are trained and qualified to address the needs of the diverse communities served by all healthcare facilities in the Emirate of Abu Dhabi.
- 2.5 Identify five essential elements that contribute to a system's ability to become more culturally competent. The system should (i) value diversity, (ii) have the capacity for cultural self-assessment, (iii) be conscious of the dynamics inherent when cultures interact, (iv) institutionalize cultural knowledge, and (v) develop programs and services that reflect an understanding of diversity between and within cultures. These five elements must be manifested in every level of the service delivery system. They must be reflected in attitudes, structures, policies, and services.
- 2.6 Based on the five essential elements, healthcare providers develop a comprehensive management strategy in healthcare facilities to address culturally and linguistically appropriate services, including strategic goals, plans, policies and procedures, and designate staff to be responsible for implementation and education of other staff.
- 2.7 If there is conflict with cross cultural, traditional and religious issues, the healthcare facility must follow the rules and regulations as per the Federal Laws and the Regulations as set up by the Government of Emirate of Abu Dhabi and DOH.

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3. SCOPE:

3.1 All Canadian Medical Center Group of Companies Staff for the following :

- 3.1.1 Canadian Medical Center LLC
- 3.1.2 Canadian Medical Center LLC Branch -2
- 3.1.3 Canadian Medical Center LLC Branch - 3
- 3.1.4 Canadian Medical & Rehabilitation Center LLC – including Homecare
- 3.1.5 CMC First Aid Clinic
- 3.1.6 CMC Healthcare – Sole Proprietorship LLC
- 3.1.7 Canadian Pharmacy LLC

4. TARGET AUDIENCE

4.1 This policy applies to all employees of Canadian Medical Center Group of Companies.

5. RESPONSIBILITY

- 5.1 Human Resource Department is responsible for development, maintenance, enforcement and endorsement of the policy.
- 5.2 Human Resource Department is responsible in implementation of the defined controls and ensuring compliance with this policy.
- 5.3 All Canadian Medical Center Group of Companies Employees are responsible to read, understand and adhere to this policy in their day-to-day activities.
- 5.4 Human Resource Department is responsible to conduct awareness about the policy to employees.
- 5.5 All employees are responsible to support the relevant business unit / section in implementation of the defined controls and ensuring compliance with this policy.

6. PROCEDURE:

- 6.1 Provide and facilitate ongoing education and training for administrative, clinical, and support staff in culturally sensitive and linguistically competent service delivery.
- 6.2 Ensures that all new staff attend an orientation process regarding acceptable norms and cultural issues in the UAE and follow accordingly in the healthcare practice. Cultural, traditional and religious values of UAE are inherent parts of the society and must be integrated and followed in all the healthcare settings taking into consideration gender, religion, and family values.

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7. DEFINITIONS AND ABBREVIATIONS:

SI No	TERMS	DEFINITIONS AND ABBREVIATIONS
7.1	CMC Group	Licensed facilities in Abu Dhabi where DOH standards are applicable: Canadian Medical Center LLC Canadian Medical Center LLC Branch -2 Canadian Medical Center LLC Branch - 3 Canadian Medical & Rehabilitation Center LLC CMC First Aid Clinic CMC Healthcare – Sole Proprietorship LLC Canadian Pharmacy LLC

8. DISTRIBUTION LIST:

On shareholder Policies HR

9. SPECIAL INSTRUCTIONS:

- 9.1 Human resources management shall in compliance with relevant HR Law and its amendments, or any other regulations the entity follows in this context.
- 9.2 The Human Resource department assigned personnel reserves the right to check the compliance of this policy on a periodic basis.
- 9.3 Any exceptions to this policy with valid justification require approval from Administration Manager on a case-to-case basis.

10. CROSS REFERENCE, RELATED LEGISLATION, FORMS, POLICY & DOCUMENTS:

- 10.1 Hospital Standards – Health Authority (2008)

11. KEY RESULT AREAS:

- 11.1 The procedure is fully implemented if there are nil incidences of non-compliance with this policy.

12. AMENDMENT HISTORY:

Version	Revision Date	Description of Amendments	All pages
01	01/12/2019	New policy	All pages
02	01/07/2020	ADHICS Classification	All pages

**CONTROLLED DOCUMENT**

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CULTURAL SENSITIVITY AND AWARENESS POLICY**13. APPROVAL SHEET:**

Document Developed By:			
Licensing Officer	Ms. Aprilia Ariesia		01/07/2020
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Nurse Manager & Quality Control Supervisor	Ms. Monina Baja		21/01/2020
	Name	Signature	Date
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Manager Human Resources /Chief Administration Officer	Mr. Sallam Mohammed Naji		21/01/2020
	Name	Signature	Date