



AMERICAN  
SPEECH-LANGUAGE-  
HEARING  
ASSOCIATION

## Cultural Competence Checklist: **Policies & Procedures**

Ratings:  
Y Yes  
N No

**This tool was developed to heighten your awareness of your agencies'/programs' policies and procedures and the impact/influence of cultural and linguistic factors.**

**\*There is no answer key, but you should review those responses which you rated N.**

\_\_\_ My agency/program has a mission statement which states that **all** persons shall receive appropriate services.

\_\_\_ My agency/program has a list of interpreters for both manually coded and spoken communication available.

\_\_\_ My agency/program has a policy for handling staff members' inappropriate language or behavior, related to race, ethnicity, gender, ability, or sexual orientation.

\_\_\_ My agency/program actively recruits bilingual employees.

\_\_\_ My agency/program actively recruits employees from culturally diverse populations.

\_\_\_ My agency/program actively recruits employees who have experience working with populations reflecting diverse cultural and linguistic backgrounds.

\_\_\_ My agency/program has an equal opportunity employment (EOE) policy.

\_\_\_ My agency/program has persons representing various culturally and linguistically diverse backgrounds in leadership roles.

\_\_\_ My agency/program promotes persons who speak with accents or dialects based on job performance, not based on use of Mainstream American English.

\_\_\_ My agency/program provides feedback to all staff based on job performance, not based on use of Mainstream American English.

\_\_\_ My agency/program provides materials that are health literate.

\_\_\_ My agency/program provides health coverage for an employee's domestic/lifetime partner.

\_\_\_ My agency/program accommodates space or time off for religious observances that are not part of the work calendar.

\*While several sources were consulted in the development of this checklist, the following document inspired its design:  
Goode, T. D. (1989, revised 2002). Promoting cultural and linguistic competence self-assessment checklist for personnel Providing services and supports in early intervention and childhood settings.

**Reference this material as:** American Speech-Language-Hearing Association. (2010). *Cultural Competence Checklist: Personal reflection*. Available from [www.asha.org/uploadedFiles/Cultural-Competence-Checklist-Policies-Procedures.pdf](http://www.asha.org/uploadedFiles/Cultural-Competence-Checklist-Policies-Procedures.pdf).

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