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Cultural Humility Service Evaluation

This is a self guided evaluation to help you identify possible areas for personal growth as well as to identify areas in your work and organization to allow for more inclusion.

Rate each statement below on a scale of 1 to 5, with each number valued as follows:

Rating: 1) Strongly agree 2) Agree 3) Neutral 4) Disagree 5) Strongly Agree

Self

___ I attend training to learn more about different cultures and how I can be more inclusive.

___ I treat all my clients with respect to their culture.

___ I respect others beliefs and cultures and do not try to impose my own.

___ I ask respectful questions of my clients who are from a different culture than mine, to better understand their perspective.

___ I do not partake in derogatory language or jokes.

___ I feel driven to create change when I hear other's making insensitive jokes or comments.

___ I understand that I am not an expert in my client's culture or religion, they are.

___ I understand culture is ever-changing.

___ I understand that culture is more than just an ethnicity.

___ I understand that interpreting and translating are two different things.

- ☐ I understand there are different dialects to languages, and to always check with my client to ensure that the interpreter is using the correct dialect.
- ☐ I agree that it is acceptable to use a language other than English in the U.S.
- ☐ I understand that cultural norms can influence a person's body language, eye contact, personal space, etc.
- ☐ I understand that cultural norms can impact use of silence, decision making, interruptions, and use of humor.
- ☐ I am able to recognize that for some cultures, family members or other designated community members can be decision makers or may be in charge of dispute resolution before issues are handled outside of the community.
- ☐ I understand that culture can impact customs and superstitions.
- ☐ I understand that culture can influence beliefs of food, how it is prepared, its value and use.
- ☐ I understand that culture can impact the value of westernized medicine as treatment and overall views of wellness.
- ☐ I am aware that culture/ religion may influence how someone responds to mental health, illness and death.
- ☐ I understand that culture can impact the formation of support networks and what is shared with people outside of the support network.
- ☐ I am able to recognize that response to trauma, self blame, and privacy can be impacted by culture.
- ☐ I am aware that culture can impact comfort with certain genders over others.

Agency

- ☐ My office displays different cultural and ethnic backgrounds in pictures, brochures, etc. in my office.
- ☐ My office has multi language signs posted in the most relevant community languages.
- ☐ My office has copies of documents or brochures in other languages that are part of the communities we serve.
- ☐ My office attends cultural humility trainings to learn about other cultures.
- ☐ When a client with limited english proficiency seeks services with us, we have the tools available to get an interpreter and not turn away the client.
- ☐ My office does not use family members to interpret or translate for the client.
- ☐ My office has a respectful process for identifying limited English proficient individuals rather than assuming.
- ☐ My office collects data on the number of limited English proficient individuals that we serve, that are living in our service area, and the number and prevalence of languages spoken.
- ☐ My office provides staff with initial and periodic training on how to access and provide language assistance services to LEP individuals.
- ☐ My office has a language access plan and policy
- ☐ My office has anti-discrimination/ anti- racism policies in place and abides by them.
- ☐ My office sets mission statements, goals, procedures and policies that promote cultural diversity and inclusiveness.
- ☐ My office reviews and is willing to adapt programs, policies, and procedures if they do not promote cultural diversity and inclusiveness.
- ☐ My office ensures at events with food there are different options to be sensitive to different cultures' dietary restrictions when at all possible.