• Who is the “face to the wider world” for the organization? Who represents the organization?
• Are the employee benefits meeting the needs of individuals with unique circumstances?
• Is there a commitment to ongoing discussion and training on issues of cultural competence at the staff/board level?
• Has the organization established collegial and collaborative relationships with other relevant community groups to improve the health status of patients?
• Are there clear recruitment and retention/affirmative action goals for the organization? Does everyone in the organization understand the meaning of affirmative action and know these goals?
• Do the White people in the organization value working in a diverse setting? How is this evident?
• Is there a safe forum for people to learn how they may have unknowingly excluded or slighted their colleagues?
• Has anyone ever been rewarded in any way for their efforts to become culturally competent? Has anyone in the organization ever been penalized in any way for their inappropriate behavior?
• Is there a specific survey to assess patient and staff satisfaction with the facility and personnel?

ENVIRONMENTAL CONSIDERATIONS

• What images decorate the space?
• What magazines are placed in public meeting spaces and/or in the waiting area? Are publications in more than one language? Do pictures in the literature look like the people who frequent the facility?
• Are bicultural or bilingual interpreters available to clients with limited English proficiency? Are the signs around the workplace in more than one language?
• What types of foods are served at group gatherings?
• Does the organization follow the Christian calendar? Do people of a different religious faith have the option to observe their holidays?
• Who considers the “fun” days (group picnics, parties, dinners, etc.) fun?
• Is the workplace fully wheelchair accessible?
• Is public transportation available to come to the practice?
• Are the workplace hours of operation conducive to meeting the needs of the clients?

MOVING FROM CONCERN TO ACTION: PERSONAL INVENTORY

• Have I consciously thought about my own cultural identity and come to realize how much it is a part of who I am? For example, does my name have a relationship to my ancestors’ ethnic identity? What belongings in my home are meaningful to me and why? Do my preferences regarding food, music, clothes, and so forth give an indication of who I am? Do I have health beliefs and behaviors that have been passed down to me from my ancestors?
• Have I spent some time reflecting on my own childhood and upbringing and analyzing where, how, and when I was receiving cultural, ethnocentric, and racist messages?