

# CULTURAL COMPETENCE

SPRING 2011

VOLUME 1, ISSUE 1

## CULTURE IS.....



Culture is the widening of the mind and of the spirit.

~ Jawaharlal Nehru ~

A culture is made -- or destroyed -- by its articulate voices.

~ Ayn Rand ~

When one asks him or herself, "What is culture?" what does one think? Does one think of race or ethnicity, or is there something more to *culture*? Merriam-Webster's dictionary (2010) defines culture in a number of fashions: cultivating something; taste in the fine arts and humanities; patterns of knowledge, beliefs, and behaviors; values, goals, attitudes, etc.

Culture is something beyond a surface definition. When taking a specific *culture*, think of what comprises it. Everything has its own culture, whether it is a culture related to a race or ethnicity or a culture related to a specific interest or skill. Take sports for example; it is a culture of physical work, competition, technical skill, etc.

So again, ask yourself, "What is my culture?" I am not sure what I would call my culture, but I can say that it is something like a balloon float – floating in the sky with dreams, aspirations, and hope while still being grounded by strings to pull me back to reality. Those are traits that embed almost everything I do, and, to me, that is culture.

-Michelle Schmidbauer

## WHO & WHY .....

The Cultural Competence Committee is comprised of a Chairperson, Cratissa Hammond, Co-Chairperson, Joanne Miller, Secretary, Michelle Schmidbauer and committee members, Dr. Carlos Pozzi, Catherine Cornelius, Sheri Prince, April Downing, Cailin Miller, Lindsay Kanski and Ruth Lawler. Meetings are held on the 1st Thursday of each month in the Play Therapy Room from 12:00 pm to 1:00 pm.

The goal of the committee is to bring awareness that culture is not exclusive of religion and ethnicity but spans to each individual's beliefs in their personal and professional environments. Just as snowflakes, we are each unique in the physical, spiritual and intellectual realms. Cultural Competence supports this uniqueness and desires to impart these attributes within KC&FS. Incredible people work within our Agency and we want to get to know you. Starting in April we will have "Chalk Talk" posted in the kitchens to spark interest in the lives of each other, strictly fun activity.

Catherine Cornelius's Mother is in the process of sewing the "Cultural Competence Quilt" compiled of the squares that many of you created. We are so grateful to Vida for her enthusiasm, willingness and hard work in completing our very first quilt, which will be displayed at the Keystone Conference.

Our committee is a very tenacious group, lots of ideas and energy. Please think about joining us at the next meeting, new faces are warmly welcomed.



KEYSTONE  
CHILDREN & FAMILY SERVICES

*"Advancing the Human Spirit"*



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## THE CULTURALLY COMPETENT QUILT

Catherine & Mom Vida,  
the seamstress of the quilt



### THE BOARD'S VISIT

On November 22, 2010, the board of Keystone visited KCFS to learn about what our agency has to offer. Some programs chose to present themselves and the services they provide. Other programs chose to add a personal touch by inviting families that have utilized services. The board members felt the family touch was especially important as it gave them a real-life perspective of what our agency does outside of the usual business perspective. Special thanks to everyone at KCFS for making this board visit a success. Specifically, recognition goes out to administration/management for coordination and presentation, and Erin Edwards (BHRS), Keith Taylor (FBMHS), and Michelle L. Schmidbauer (FPRS) for inviting families to participate. Above all, thanks to our families...you continue to touch our lives everyday.



### AZERBAI WHO???????

Each year, Keystone's international programs in Azerbaijan select delegates to visit the United States and tour our agencies. This year's visit occurred on December 7, 2010. The Azerbaijani delegates had the opportunity to tour different program areas and sites as well as learn about our services through presentations by Keystone staff. An interesting fact about the delegates, this year, is that almost all of them had a child of their own who was diagnosed with a disability. This fact made the usual question-answer session even more interesting. Thank you to all the staff who presented with special thanks to Debra Reuveny, Director of Early Intervention, for her coordination and planning.

-Joanne Miller

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## FROM THE DESK OF THE CEO

I would like to thank our Cultural Competence Committee for their energetic efforts to promote a respectful environment within our agency for all persons and for increasing our capacity to support employees in developing their on-going cultural competencies. From the door-decorating contest and holiday party to the quilt and the newsletter, it was fantastic and all very much appreciated.

Congratulations to our Head Start employees on the Harrisburg School District decision to transfer the Pre-kindergarten program to Head Start. The community's overwhelming confidence in your ability to run a high quality program for the children of Harrisburg was paramount in the school boards decision.

Debra Reuvenny, Early Intervention Director, traveled with Dr. Edward Toyer to Azerbaijan to educate behavioral health professionals on best practice methodologies for treating children in their home or a community setting. This work stands to improve services for all children that experience a disability as well as children at risk of institutionalization...and that is incredible!

May 1st through May 7, 2011 is National Corporate Compliance week. Please make sure you review the Keystone Corporate Compliance videos that will air via email and please vote for your favorite. The KCFS video features images of the children we serve, set to the music "Somewhere Over the Rainbow" with ethics messages woven throughout. This video is a masterpiece thanks to Ernie Jose who acted as the Director/Editor. Very Impressive!

This year the Keystone Conference will be held at Central Pennsylvania College on March 21, 22, 23 and 24. There are many interesting workshops offered. Dr. Beth Mount will be the Conference Keynote speaker. The title of her speech is The Imaginative Journey: Exploring the Heart of Activism and Innovation. I look forward to attending the conference and seeing you there.

Pawsabilities, the largest annual fundraising event supporting the Susquehanna Service dogs will be held March 12 and 13<sup>th</sup> at the State Farm Show Complex from 8:00 a.m. to 4 p.m. Please join us for a fun filled dog day of Dog Olympic Games, Obstacle Courses, and activities for children, to name just a few.

Lastly, I thank each and everyone for your commitment to quality. I thank you for believing in the capacity of children and families to grow and change and for recognizing each person's strengths and abilities. I appreciate the standard of collaboration and accountability that you promote to carry out your work. Lastly, I appreciate the very important work encompassed in the program Plan, Do, Study, Act projects. Together, we are systematically tackling some of the agency's challenges, and through teamwork, improving the agency's systems and processes, therefore improving the services we provide to children and families.

Respectfully,

Patricia J. Sipe

## INFO FOR YOUR BRAIN

Which is heavier? A pound of feathers, or a pound of rocks?

In a year there are 12 months. 7 months have 31 days. How many months have 28 days?

What can run but never walks, has a mouth but never speaks, has a head but never weeps, and has a bed but never sleeps?

Please add the following numbers in your head.

Start with 1000.

Add 40

Add 1000

Add 30

Add 1000

Add 20

Add 1000

Add 10

Write down your answer.

Answers found within this section. Can you find them?

M  
a  
r  
c  
h  
  
1  
3



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## EMPLOYEE RECOGNITION

Although we often think our work goes unnoticed, we all end up with recognition in our own ways.

This year's Employee Appreciation Day occurred on November 17, 2010. Ernie Jose took the time to graciously plan a wonderful token of appreciation for the KCFS employees. Activities included delicious foods prepared by staff such as a beautifully baked turkey, macaroni and cheese, chips and dips, and a vast array of scrumptious desserts. "The carrot cake was great! I appreciated the idea of having so many desserts for the differences," says Rachel Esterline. The festivities continued as Patti Sipe conducted an awards presentation for milestone employees. Thanks to all who helped to make this event a success!



### 20 YEARS

Betty Lawlery	Home Based Coordinator
Regina Murphy	Physical Therapist
Maureen Simpson	Teacher

### 15 YEARS

Pamela Mosser	Associate Teacher
Doris O'Handley	Home Visitor

### 10 YEARS

Barbara Becker	Center Director
April Downing	Parent Involvement Coordinator
Barbara Fitzsimmons	Home Visitor
Glynis Gaylor	Teacher
Holly Keich	Social Service Coordinator
Judith Krovic	Community Support Specialist
Victoria Patrick	Therapeutic Staff Support
Lidia Sepulveda	Associate Teacher
Chevaun Smith	Teacher
Alecia Staley	Therapeutic Staff Support
Treassa Thomas	Foster Care Coordinator

### 5 YEARS

Glenda Wyatt	Administrative Coordinator
Jama Calabro	Aide/Substitute
Christi Cartwright	Teacher
Sarah Goughnour	Teacher
Darla Johnson	Teacher
Cynthia Lashinsky	Dog Trainer
Sherry Marinus	Teacher
Ayana McArthur	Associate Teacher
Magnolia Rodriguez	Associate Teacher
Barbara Schmiedel	Teacher
Tracy Shadday	Therapeutic Staff Support
Shakera Taylor	Associate Teacher
Charlotte McCabe	Teacher
Angela Blair	Center Director
Felicia Lewis	Quality Manager
Joann Chisolm	Teacher