

CATHOLIC CHARITIES AGENCY POLICIES AND PROCEDURES

Policy Name:	Culturally Responsive Services
Domain:	Governance 1.7
Policy Location:	www.archindy.org/intranet/shared/cci/index.html
Effective Date:	2001
Dates of Revision:	12/16(replacement); 2/20, 6/23, 5/25
References:	Client Rights 8.2; Client Rights Acknowledgment Form, Archdiocesan Policy on Diversity

BACKGROUND: Catholic Charities, in accordance with the diversity policy of the Archdiocese of Indianapolis, is committed to fostering a respectful and inclusive environment. As both an employer and service organization, we value and honor the heritage and culture of the diverse groups represented across our work sites. We also uphold the dignity and uniqueness of each individual, and we expect all staff to do the same.

As a Catholic organization, we affirm that if any definition or expression of diversity conflicts with the doctrinal or moral teachings of the Catholic Church—including canon law and the precepts of the Church—those teachings shall remain our guiding principles.

We are dedicated to full compliance with all applicable local, state, and federal equal employment opportunity laws, including the provisions of the Americans with Disabilities Act (ADA) that pertain to religious organizations.

Catholic Charities encourages all individuals to grow in self-awareness and to deepen their understanding of the cultural histories and characteristics of the diverse communities we serve. As followers of Christ, we recognize our moral and social responsibility to treat every person with fairness and respect. Fulfilling our mission of creating an inclusive workplace and Church community requires a personal commitment from each member of our team.

Service Provision Policy

Catholic Charities delivers services in a culturally and linguistically responsive manner. At every stage of service, staff are expected to identify and assist program participants by offering clear information that supports informed choices—always within the framework of Catholic social teaching.

This culturally responsive approach includes sensitivity to and awareness of:

- Geographic origin
- Primary language
- Religious, racial, ethnic, and cultural background
- Age, sexual orientation, and gender identity
- Military or veteran status
- Literacy levels
- Specific needs of vulnerable populations, including women, older adults, and young children

By living out these values, Catholic Charities strives to embody the compassion and inclusivity of Christ in all we do.



 David J. Bethuram
 Executive Director



 Matthew Mollman
 Agency Council President

5/20/2025
 Date

5/20/2025
 Date