



Diversity *and Accessibility*

A Handbook for Long Term Care Staff
Second Edition



Bringing staff, residents and their families together as partners in care

 **Region of Peel**
Working for you

Diversity

and Accessibility

Addressing Diversity and Accessibility Barriers in Long-Term Care

Several years ago, Peel Long Term Care developed a resource entitled *Cultural Diversity: A Handbook for Long Term Care Staff*. This publication was shared with management and staff in our long-term care centres. It outlined suggested strategies for responding to common issues related to cultural diversity and for promoting culturally sensitive care in a long-term care setting. The resource was acknowledged by the Canadian Council on Health Services Accreditation in 2004 as a national leading practice. This recognition has generated Canada-wide interest in the handbook. We have received several requests from other long-term care operators for copies.

Since 2004, we have recognised that barriers can result from more than just cultural aspects. Barriers can be attitudinal, physical, and architectural; they can be related to technology, communications or policies and practices. To assist you to recognise some of the barriers and to identify possible strategies to reduce or eliminate them, we have written this second edition entitled *Diversity and Accessibility: A Handbook for Long-Term Care Staff*.

The scope of the revised handbook has been expanded to explore some of the additional barriers with suggested appropriate responses. These strategies are not intended to create additional work for you, but rather are intended to be easily integrated into your regular work routines.

Raising awareness that barriers do exist is the first step in overcoming them. It reflects our Regional Values, which speak to our commitment to creating a supportive and respectful work environment that is free from discrimination; practising teamwork through cooperation and collaboration; practising open communication in a clear and honest manner; upholding professional integrity and ethical conduct; and providing quality service that is accountable, accessible and responsive.

This handbook is evidence that we are constantly seeking innovative ideas to improve our policies, practices and services.

I hope that you find this handbook informative and will be able to apply the suggestions to your daily work.

I wish to thank the Region of Peel Long Term Care Centres' Social Workers for their valuable contributions that made this handbook possible.



Wendy Beattie, Administrator
Malton Village Long Term Care Centre

What is a Barrier?

A barrier is anything that blocks or impedes. It can be visible such as a physical object stopping movement from one place to another or invisible such as a policy or practice that prevents an individual from receiving a particular service.

Barriers can be structures, policies, practices, procedures, beliefs, and attitudes that limit peoples' ability to experience their full potential. Barriers are something we all come across, and many of us face them every day.

In this handbook, the word barrier refers to something that impedes the quality of life for long-term care residents. The five barriers addressed in this handbook include:

- Prejudice and discrimination
- Limited scope of activities
- Poor communication
- Limited accessibility features
- Lack of resources

Each barrier is described, and possible solutions to remove it are suggested. It is highly recommended that each Region of Peel Long Term Care Centre consider forming a committee to look more closely at the barriers addressed in this handbook and to lead the implementation of the various strategies that are offered.

Removing the barriers is an ongoing process. It will take time, patience, commitment, resources, and most of all, compassion.

BARRIER 1: Prejudice and Discrimination

Prejudice means prejudging or having a negative preconceived idea towards a person or a group of people. Prejudice often results in discrimination, which involves the unfair treatment of a person or group based on skin colour, gender, age, sexual orientation, religion or any other personal trait. Discrimination can be obvious or subtle, direct or systemic. Regardless of its form, discrimination can often traumatize a person who experiences it, causing wounds that may take months or even years to heal.

Between Co-workers and Residents

Prejudice and discrimination can exist in long-term care settings. They can be found in the day-to-day interactions between co-workers, staff and residents, and among residents themselves.

Strategies:

- Take a moment to consider the incorrect perceptions and attitudes you have about your clients and co-workers.
- After acknowledging these perceptions, take the time to educate yourself.
- Be open-minded and respectful.
- Try to put yourself in the shoes of someone who is different from you.
- Consider that just like you may judge a person incorrectly, someone else may do likewise towards you.
- Remember that even after all differences are considered, people are people, and the person who looks and thinks differently from you is still your fellow human being who deserves to be treated with basic dignity and respect.

From a Resident Towards You

Unfortunately, there may be instances when a resident expresses prejudice or discrimination towards you. For example, he or she may call you hurtful names or make inappropriate comments about your personal background.

Strategies:

- Deal with such situations calmly and professionally when they occur.
- You may attempt to educate the resident on his or her incorrect view of you.
- If the resident persists, then speak with a colleague or your supervisor to address the matter. Disrespect and abuse should not be accepted by you from anyone, including your residents.

Residents with dementia can sometimes say or do harmful things to you. It is important to keep in mind that their behaviour is often a result of their illness or disease process, rather than a wilful intent to cause harm. Therefore, try not to always take things personally.

Additional Strategies:

Consider these additional strategies to help reduce and eliminate prejudice and discrimination from your long-term care home:

- Post written policies prohibiting discrimination and highlighting the importance of treating people with dignity and respect prominently within your centre.
- Include these policies in the orientation for new staff, residents and volunteers.
- Display posters with anti-hate messages in places such as the staff lounge or elevator in your centre. They can help create an environment where people feel safe about being different.
- Facilitate interactive educational in-service sessions addressing prejudice and discrimination, diversity in general, or issues pertaining to a particular ethnic, cultural, religious or other group.
- Encourage staff and residents to share information on their backgrounds and differences to generate better understanding.
- Teach your staff the skills they need to effectively confront prejudice and discrimination issues when they occur.

BARRIER 2: Limited Scope of Activities

Sometimes, the programs offered to residents may be limited in scope. They may tend to focus only on meeting the needs of residents from the dominant group and neglect those who represent the minority. In this case, some residents will likely feel a sense of alienation, anxiety, frustration, or even anger because their cultural, spiritual, or other needs are not being considered.

If this barrier is not addressed, residents may experience a diminished quality of life. Other residents' well-being may also be affected. For example, a resident may cope with feelings of alienation by constantly yelling out or acting aggressively toward their fellow residents. The following strategies are recommended to meet the needs of these clients:

Strategies:

- Identify individuals who are at risk of isolation because they are given little or no opportunities to participate in activities at your centre.

- Your centre can broaden the scope of its programs and services by organizing cultural events, activities and games to make all residents feel a sense of belonging.
- Take steps to treat your residents as equals. Many of your residents have lived long lives and experienced a great deal.
- Note that factors such as cultural values and religious beliefs of residents might shape how they interact with others and whether or not they participate in certain activities or celebrations.
- Make every effort to acknowledge these residents in your daily routines.
- Learn about your residents' social background, including their cultural and/or spiritual beliefs and practices by talking to them and/or their families and friends. Your efforts will make them feel special, understood and appreciated.
- Allow residents and families to make suggestions about activities that you can do at your centre. This will make them feel included in the matters that affect them.
- Educate yourself by reading books about different cultures or attending training sessions.

Spirituality

Interest in spirituality and religion tends to increase as people grow older.

Strategies:

- Add religious and spiritual programming that meets the needs of residents from all faiths.
- Recognize cultural, religious, or other holidays by posting information about them on bulletin boards, through e-mails, or newsletters.

Food

Food is important to long-term care residents. Some of them may become quite angry when the food they are offered is consistently not to their liking.

Strategies:

- If possible, incorporate a variety of ethnic and cultural food items into the menu.
- Consider designating days to serving ethnic foods, so residents know what to expect.
- Provide opportunities for residents to order meals from a local food vendor.
- Encourage family members to bring in food for their loved ones.
- Use adaptive dining aides for individuals who lack sufficient motor skills or who have co-ordination problems to create a pleasant meal experience.

Appropriate Matching

To alleviate feelings of alienation among your diverse residents, it is important to appropriately match them with other residents. Too often, roommates or dinner mates will enter into conflict with each other because of different cultural expectations or a basic lack of understanding of each other's social background. Matching people in a sensitive way can prove to be beneficial for your residents, co-workers, and volunteers.

Strategies:

- When placing residents in rooms or at the dining table, aim to find the best match to create a sense of belonging and avoid potential conflict.
- Consider connecting your diverse staff members with residents who share the same cultural background, religion, language, gender, and sexual orientation.
- Use similar strategies when assigning work for volunteers.

Work collaboratively with your community partners to organize diverse programs. To do this, conduct thorough research about the available resources in your surrounding community and develop appropriate outreach strategies.

It is important that your centre is committed to the ongoing learning process for its staff. The home can offer learning opportunities such as in-service sessions, team meetings, bringing in a guest speaker, or offering relevant reading materials. Some of the topics may include perceptions of death and dying in different cultures and religions, racism and others.

BARRIER 3: Poor Communication

Effective communication between you, your residents and their families is important. It helps you provide quality care and it contributes to the overall well-being of residents.

Residents who have physical impairments, cognitive deficits, or are from different educational or cultural backgrounds may often feel frustrated because they cannot communicate effectively with staff. There may be some residents who have never had the opportunity to learn how to read or write during their lifetime. Some residents may require additional time to process information.

As a caregiver, you may feel frustrated because you do not know how to communicate with your residents. Effective communication with your clients requires creative thinking. In each individual case, a thorough assessment should be made to determine the specific barriers to communication as well as the appropriate interventions and techniques needed to overcome them. This means putting your assumptions or preconceived notions aside and trying genuinely to understand your residents.

Know your residents and prepare to make time for them accordingly. Include these residents in your home's services and activities by using a variety of communication methods.

Strategies:

- Check that your residents have the basic assistive tools or devices such as glasses and hearing aides to help them communicate with you.
- Use a large clear print when communicating with residents in writing.
- Try to address environmental factors such as lighting, contrast, and noise when communicating with residents with audio/visual deficits.
- Use simple and plain language when communicating with residents and do not use abbreviations or acronyms.
- Spend extra time with residents to explain things in a way that they understand and answer their questions.
- Designate, if necessary, a resident's family member as the contact person through whom all communication is made.
- Find out upon admission how families and residents like to receive communication (either written, verbal or both) to help avoid problems in the future.
- Listen to residents with empathy, warmth and using your body language. For example, a smile, a nod of the head, a closing of the eyes, or speaking a few words of a resident's first language, can convey respect and break down the walls of alienation.

Language Barriers

You may have residents for whom English is not their first language.

Strategies:

- Consider using the services of professional interpreters, family members, or other staff who speak the language.
- If it is not possible, consider using communication tool kits consisting of:
 - a marker and white board to draw on,
 - dictionaries,
 - pictograms, or
 - translation cards with words and basic phrases such as: "Are you hungry?" or "Do you have pain?"

Be aware that the use of eye contact, physical touch and distance vary from culture to culture and from individual to individual. Use these tools appropriately when communicating with residents from various cultural backgrounds.

Communicating with Residents with Dementia

Note that the non-verbal aspects of communication such as tone, pitch, volume, facial expressions and body language make up the majority of how a message is conveyed and perceived overall. While these aspects should be considered in your communication with anyone, they are especially important to think about when communicating with residents who have dementia. Aim to demonstrate a respectful attitude towards these residents through both your verbal and non-verbal communication.

Some residents with dementia cannot communicate with others in clear and understandable ways due to their illness. These individuals will often communicate their needs through their behaviour rather than speech. So it is important for you to realize that all behaviour – whether it is wandering, exit seeking, yelling, or physical aggression – has a meaning.

When you encounter such behaviour, know that the resident is communicating an unmet need to you. This need could arise from a disturbance in the environment (noise, lighting) or a physical problem such as delirium or pain that causes a resident to behave in a certain way. Assess your residents' behaviours carefully with such factors in mind.

Communicating with Residents Unable to Speak

In your centre, you may have residents who are able to comprehend messages, but may experience difficulty producing clear speech due to muscle weakness of the throat and mouth, mild cognitive impairment caused by a stroke or other conditions.

These individuals may slur, stutter and struggle to find the right words, mixing up sounds at times. They may experience difficulty organizing their thoughts and have trouble concentrating and remembering. They may experience a sense of frustration at their inability to express themselves in ways that you can understand. Your goal is to assure them that you understand that they have something important to say.

Strategies:

- Be patient and allow for extra time.
- Take a resident into a quiet place, encourage him/her to speak slowly and repeat words or sentences.
- Use open-ended and close-ended questions appropriately. An open-ended question requires an answer other than yes or no. A close-ended question requires an answer which is either yes or no.
- Try to make it easier for a resident to answer your questions by simplifying them as much as possible. For example, ask: "Do you want tea or coffee?" instead of: "What do you want to drink?"

- Use short, simple sentences for both verbal and written communication.
- Use large, clear, and simple print, if writing.
- Use gestures and facial expressions as well as tools such as drawings and objects to communicate more effectively.
- Consider asking the resident to write down his/her answers or questions if you cannot understand them.
- Repeat to your resident what you have understood to make sure you understood him/her correctly.

Additional Strategies:

- Organize external multi-lingual services, on-site basic language classes for staff, and assessment training courses.
- Consider acquiring special translation software to enhance residents' communication with caregivers.
- Explore the feasibility of having more than one Residents' or Family Council if your centre has a number of residents or family members from different cultures.
- Consider translating basic information about your centre into other languages.

BARRIER 4: Limited Accessibility Features

The physical and emotional well-being of individuals who live in a long-term care environment can be greatly affected by the availability or lack of assistive devices. Individuals who find themselves in environments where they are able to move about freely will likely feel unrestricted and liberated.

On the other hand, residents living in a centre which has limited accessibility features may feel trapped, imprisoned and alienated. Residents with physical disabilities may not be able to feel free and independent without the use of assistive devices. For them, even the simple task of opening a door can be difficult or even impossible.

Long-term care homes are governed by policies and procedures that can sometimes limit one's privacy, autonomy and independence. You may not be able to change that but what you can do is ensure that all residents have equal access and can move freely within their long-term care home.

Strategies:

Consider conducting an accessibility assessment in your centre. Check if your home has the following features:

- Guardrails in the hallways with notches, so people with visual impairments can determine when the rail begins and ends
- Important signage in brail for people with visual impairments
- Grab bars in washrooms
- Buttons/sensors to open main doors
- Doors that move with relative ease for frail individuals
- Wheelchair ramps in appropriate places
- Appropriate number of parking spaces for people with disabilities
- Frame stands and raised garden beds to allow people in wheelchairs to garden
- Non-denominational prayer area(s) for people of all faiths to access
- Colour contrasted walls, large windows, and light dimmers for people with visual or cognitive deficits
- Signage with large simple font in contrasting colours
- Outdoor garden space and wide hallways with ample space for wheelchairs and motorized scooters

Changing the accessibility features of your home will be unrealistic for you to accomplish alone. However, you can act as an advocate for change and work with your team to make the necessary adjustments, even if they appear to be small. Together, you can make a big difference for your residents.

BARRIER 5: Lack of Resources

Quite often, the needs of long-term care residents are not addressed effectively because their caregivers lack sufficient tools, time, financial support, and other resources. Opportunity exists for caregivers to apply their existing skills in new ways, maximize their current expertise, and be willing to learn new skills.

Strategies:

- Seek out and utilize the expertise of relevant family and multidisciplinary team members. Solutions to challenges can often be found through consultation and collaboration.

- Consider responding to the needs of your diverse residents by tapping into the hidden potential of your human resources.
- Give your staff an opportunity to share relevant experiences and best practices.
- Attend conferences or workshops where you or your staff can network with other professionals to discover innovative approaches to providing care.
- Look for resources within your surrounding community to meet the needs of your diverse residents.
- Identify relevant local community agencies and the services they provide and build partnerships with them through hosting or sponsoring their activities, having staff members participate in their events or becoming members of their committees.
- Use the help and expertise of your volunteers to enhance services for your residents. Volunteers can help organize special events, assist with community outings, offer resources and help engage community partners.

Although implementing these strategies may not compensate for the lack of resources your centre may experience, they will prove beneficial for your residents and empowering for you and your colleagues.

Peel Manor Case Study

Situation

In the fall of 2006, Peel Manor organized its first multicultural festival to celebrate the centre's diverse residents and staff through food, music, information-sharing, entertainment and artwork. The challenges of planning and implementing such an event were lack of financial resources and time constraints. Peel Manor's Co-ordinator of Social Work and Volunteers led the team of the centre's volunteers from various cultural backgrounds who worked to draw on each other's strengths.

Strategies:

Together members of the organizing committee:

- Developed a list of tasks and assigned them based on each others' strengths and capabilities.
- Researched and compiled a list of community partners to be invited to the festival.
- Created and sent out an invitation to community partners asking them to sponsor or participate in the festival. The invitation was also sent to long-term care staff at other centres. The invitation was photocopied to reduce costs.
- Created the festival brochure for guests and participants. The brochure was photocopied to reduce costs.

- Found a vendor who produced the buttons for the festival free-of-charge.
- Secured photography services for the event free-of-charge.
- Placed information about the festival in the free-of-charge events listing section of a local newspaper.
- Invited the local media to the festival.
- Posted information about the event on the Region of Peel's intranet and website.

Outcomes:

- Several community events listings were published in the local newspaper to promote the festival.
- Eighteen local community organizations replied to the invitation and participated in the festival.
- The festival was a huge success with over 150 people in attendance.
- Peel Manor residents of various cultural backgrounds expressed their appreciation for being recognized and celebrated.
- A local newspaper sent a photographer to the event and a photo appeared on the front page the following day.
- Community partners committed to providing their support for any future joint endeavours with Peel Manor.

By working creatively and collaboratively, Peel Manor volunteers were able to address the needs of Peel Manor's residents, while empowering themselves along the way and organizing a wonderful event for all participants.

The Importance of Diversity

By: Azher Siddiqui, MSW, RSW

Diversity refers to the state of being different. The following seven points will help you think about the importance of diversity:

1. The Universal Nature of Diversity

The state of being different, or diversity, applies to everything in the known universe. Consider the differences in times and places, people, plants and animals, colours, languages, interests, ideas, personalities, and more. Existence itself is a diverse phenomenon, and things are naturally diverse or different.

Since diversity is inherent in our universe, we should not be surprised or disturbed by diversity itself but we should expect it and view it as a normal reality of life.

2. The Basic Right to Exist Differently

The fact that people have the general right to exist is a universally accepted premise. We do not harm people simply because they exist. Since difference occurs naturally with existence, people have an inherent and/or natural right to be different. Similar to other fundamental rights, it is morally wrong to violate people's right to be different.

People can have noticeably different traits – physical ability/disability, socioeconomic status, race, gender, others – and/or less noticeably different traits – age, intelligence, education, values and beliefs, personality, ideas, and more.

In any case, logic, nature and our laws prohibit us from discriminating against people based on their possession of such traits alone and uphold the right for people to exist and be different at the same time.

3. The Golden Rule

Each one of us has a unique personal identity which consists of characteristics such as our gender, age, physical body and appearance, ethnic/cultural background, education, marital status, religious beliefs, cultural and personal values, personality, life experiences, skills, abilities, interests, ambitions, and so forth. Together, these characteristics make each one of us unique.

Often due to one of many simple aspects that make up an individual's entire identity (i.e. age, gender, or race), he/she may be treated as same or different as an insider or outsider, as part of us or them. These categories depend on the particular social context.

Thus, it makes sense to treat individuals who are different from us in the same way we would like to be treated, since we may be considered different in any given situation.

4. Knowledge Through Diversity

Things are known by their opposites. For example, without pain and suffering we could not know pleasure, without sorrow we could not know happiness, without black, we could not know white. Thus, diversity is a necessary phenomenon in order for us to know the nature of the universe around us. Diversity presents a wonderful opportunity to learn more about the world we live in and about ourselves.

Our differences allow us to learn and grow. We should view them as valuable opportunities to increase our understanding about ourselves and each other. In doing so, we will overcome our assumptions, biases, and basic fears which lead us to cause harm to our fellow human being.

5. Harmonious Existence Through Diversity

Generally, life exists in harmony which is achieved by a balance of various forces. Consider the ecosystem and the different sub-systems within it. Each sub-system keeps another one in check to create harmony in the larger system.

Consider the differences in peoples' personalities, abilities, views, and interests. How would society function in harmony if all were the same? Imagine a world where everyone was a doctor? Where would you take your car to get fixed? Would cars exist in such a world to begin with? Would society or civilization even exist?

Thus, the universe is designed in such a way that requires a certain level of difference in order for things to exist and function in harmony. Society in particular would be in chaos without differences in people.

6. Globalization and Peaceful Co-existence

Modern technology has made our world increasingly interconnected and interdependent in ways never realized before. Regions across the world are increasingly becoming diverse. If we wish to co-exist in peace and security, we have to come to terms with our differences.

7. The Essential Nature of all People

Even when our differences and uniqueness are considered, people are still people. All of us possess or have the capacity to demonstrate the essential qualities which make us human: care, compassion, generosity, mercy, love, and many more. While we are different, we are essentially equal in the brotherhood and sisterhood of humanity.

Diversity

and Accessibility

Bringing staff, residents and their families together as partners in care

We can continue developing and strengthening ways to address diversity and accessibility in our long-term care centres by:

1. Providing leadership through
 - our strategic direction
 - hiring practices and policies that integrate diversity
 - volunteer recruitment practices
 - equal access to our services and programs
2. Involving all perspectives in the decision-making process
3. Providing responsive, accommodating actions to meet clients' unique needs
4. Ensuring a discrimination-free workplace
5. Promoting a positive environment for diversity
6. Communicating effectively using multiple methods to reach clients from all backgrounds and needs
7. Educating and informing staff, families and residents
8. Using interpretive and translation services to enhance communication and access to information
9. Sharing best practices and maintaining accessible and current resources
10. Conducting research at regular intervals to remain current and knowledgeable
11. Developing partnerships with community agencies to decrease social isolation for residents

External Agencies Resource List

For the Arab West/Asian population in Peel

Afghan Women's Counselling and Integration Community Support Organization

55 Dundas St., Ste. 205-206
Mississauga, ON L5A 1W1
Phone: 905-279-3679

Arab Palestine Association

3195 Erindale Station Rd.
Mississauga, ON L5C 1Y5
Phone: 905-270-3622

Canada Palestine House

c/o Arab Palestine House
3195 Erindale Station Rd.
Mississauga, ON L5C 1Y5
Phone: 905-270-3622

Palestine House Educational and Cultural Centre

c/o Arab Palestine Association
3195 Erindale Station Rd.
Mississauga, ON L5C 1Y5
Phone: 905-270-3622

**United Holy Land Fund
c/o Palestine House Educational and Cultural Centre**

3195 Erindale Station Rd.
Mississauga, ON L5C 1Y5
Phone: 905-270-3622

Canadian Lebanese Cultural Club

50 Eglinton Ave. W., Ste. 909
Mississauga, ON L5R 3P5
Phone: 905-896-8850

Phoenician Club of Mississauga

c/o Elias Bejjani
505 Ginger Downs
Mississauga, ON L5A 3A8
Phone: 905-272-9389

For the African Canadian population in Peel

Abary Sports and Cultural Organization

P.O. Box 125
3353 Credit Woodlands
Mississauga, ON L5C 2K1
Phone: 905-712-4802

African Community Services of Peel

3461 Dixie Rd., Ste. 504
Mississauga, ON L4Y 3X4
Phone: 905-206-9497

Caribbean Association of Peel

440-B Britannia Rd. E.
Mississauga, ON L4Z 1X9
Phone: 905-890-2676

Congress of Black Women of Canada (Brampton Chapter)

PO Box 41522
230 Sandalwood Pkwy. E.
Brampton, ON L6Z 4R1
Phone: 905-789-1551

Congress of Black Women of Canada (Mississauga Chapter)

4983 Rathkeale Rd.
1st Floor Office
Mississauga, ON L5V 2B3
Phone: 905-819-8361

Malton Black Development Association

7454 Airport Rd., 2nd Fl.
Mississauga, ON L4T 2H5
Phone: 905-677-0551

Mississauga Caribbean Social Cultural Association

3665 Arista Way, Unit 222
Mississauga, ON L5A 4A3
Phone: 905-848-6411

Sisserou Cultural Club
10 George St. N., Ste. 118
Brampton, ON L6X 1R2
Phone: 905-454-8182

United Achievers Community Services
36 Queen St. E., Lower Level
Brampton, ON L6V 1A2
Phone: 905-455-6789

Caribbean Canadian Seniors Club
995 Arrow Rd.
North York, ON M9M 2Z5
Phone: 905-746-5772

Westend Sports and Cultural Club Inc.
4680 Kimbermount Ave., Unit 110
Mississauga, ON L5M 5W8
Phone: 905-828-6403 or
905-629-1873, ext. 254

For the Chinese population in Peel

Brampton Chinese Association
PO Box 93036, 499 Main St. S.
Brampton, ON L6Y 4V8
Phone: 905-458-4159 or
905-828-1455

Peel Region Chinese One-Stop Access Bridging Project (Brampton Office)
c/o Simon So
50 Kennedy Rd. S., Unit 35
Brampton, ON L6W 3R7
Phone: 905-949-1133

Peel Region Chinese One-Stop Access Bridging Project (Mississauga Office)
1177 Central Parkway, Unit 22C
Mississauga, ON L5C 4P3
Phone: 905-949-1133
(uses the same number as Brampton Office)

Chinese Association of Mississauga – Golden Square Centre
1177 Central Pkwy., Units 80 and 81
Mississauga, ON L5C 4P3
Phone: 905-275-8558

Chinese Golden Age Club of Mississauga – Square One Older Adult Centre
P.O. Box 2214
100 City Centre Dr.
Mississauga, ON L5B 2C9
Phone: 905-615-3207 or
905-507-2280

Chinese Opera Group
c/o Mike Tang
1285 Matheson Blvd. E.
Mississauga, ON L4W 1R1
Phone: 905-625-6288

Mississauga Chinese Business Association - Dixie Park Centre
1550 South Gateway Rd., Unit 213
Mississauga, ON L4W 5G6
Phone: 905-625-6222

Toronto Chinese Community Services Association
3033 Palstan Rd., Units 104 and 106
Mississauga, ON L4Y 4E7
Phone: 905-615-9500

For the Filipino population in Peel

Knightsbridge Seniors and Community Centre
1A Knightsbridge Rd.
Brampton, ON L6T 4B7
Phone: 905-792-7422

Brampton Filipino Seniors Club
c/o Espie Mangaliman
812-54 Malta Ave. N.
Brampton, ON L6Y 4W6
Phone: 905-455-6768

Filipino Seniors of Mississauga
c/o Ching Quejas
3020 Queen Frederica Dr., Ste. 321
Mississauga, ON L4Y 2Z8
Phone: 905-275-1372

Silver Lining Filipino Seniors of Mississauga
c/o Todd Carey
Clarkson Community Centre
2475 Truscott Dr.
Mississauga, ON L5J 2B3
Phone: 905-615-4840

For the Latin-American population in Peel

Grupo Folchórico of Brampton
c/o Irene Carvalho
6 Cambridge Cres.
Brampton, ON L6X 2G3
Phone: 905-451-7264

For the Polish population in Peel

John Paul II Polish Cultural Centre
4300 Cawthra Rd.
Mississauga, ON L4Z 1V8
Phone: 905-306-9900

Polish Immigrant and Community Services
Sheridan Mall
2225 Erin Mills Pkwy.
Mississauga, ON L5K 1T9
Phone: 905-403-8860

For the Portuguese population in Peel

Grupo Folchórico of Brampton
c/o Irene Carvalho
6 Cambridge Cres.
Brampton, ON L6X 2G3
Phone: 905-451-7264

Portuguese Cultural Centre of Mississauga
53 Queen St N.
Mississauga, ON L5N 1A2
Phone: 905-286-1311

Vasco Da Gama Cultural Centre of Brampton Inc.
25 Fisherman Dr., Unit 19-21
Brampton, ON L7A 1C9
Phone: 905-840-6061 or
905-452-1377

For the South Asian population in Peel

Can-Sikh Cultural Centre
c/o Sherdaljit Singh Dhillon
52 Newport St.
Brampton, ON L6S 4T1
Phone: 905-454-8308 or
416-716-2568

Canada Bengali Cultural School of Mississauga
327 Queen Street S.
Mississauga, ON L5M 1M3
Mailing Address:
1574 Highbrook Ave.
Mississauga, ON L5M 4W1
Phone: 905-542-0054

Canada Bengali Cultural School of Brampton
c/o Mrs Kay Bhattacharya
44 McLaughlin Rd. S.
Brampton, ON L6Y 2C7
Phone: 905-792-9217 or
905-874-9381

Hindu Sabha Temple
9225 The Gore Rd.
Brampton, ON L6P 0B6
Phone: 905-794-4638

India Rainbow Community Services of Peel
3038 Hurontario St., Ste. 206
Mississauga, ON L5B 3B9
Phone: 905-273-4932

Indo Canadian Seniors Group
Burnhamthorpe Community Centre
1500 Gulleden Dr.
Mississauga, ON L4X 2T7
Phone: 905-615-4630 or
905-285-0397

Muslim Welfare Centre
3401 Wolfedale Rd.
Mississauga, ON L5C 1V8
Phone: 905-281-9730

Ontario Khalsa Darbar Inc. (Sikh)
7080 Dixie Rd.
Mississauga, ON L5S 1B7
Phone: 905-670-3311

Canada Pakistan Cultural Association
177 Claxton Dr.
Oakville, ON L6J 4N8
Phone: 905-338-0622

Punjabi Community Health Centre
11730 Airport Rd.
Brampton, ON L6R 0C7
Mailing Address:
P.O. Box 38670
Brampton West Postal Outlet
Brampton, ON L6Y 4W5
Phone: 905-301-2978 or
416-995-3920

Raghu Pati Bhawan Sabha
171 Advance Blvd., Unit #17
Brampton, ON L6T 4Z6
Phone: 905-793-4791

Senior Asians Association
Malton Community Centre
3540 Morning Star Dr., Malton
Mailing Address: c/o Dalbir Takar
3840 Keenan Cres.
Mississauga, ON L4T 3M2
Phone: 905-615-4640 or
905-673-6031

The Sri Lanka Club
c/o Shanta Mendis
3105 Ballydown Cres.
Mississauga, ON L5C 2C9
Phone: 905-608-9331

Sunshine Senior Citizens Association
c/o Gurbach Singh Sooch
27 Blue Oak Ave.
Brampton, ON L6R 1B5
Phone: 905-458-9721

Seniors Tamils Centre
2975 Don Mills Rd.
North York, ON M2J 3B7
Phone: 416-496 2897

For the Southeast Asian population in Peel

The Indonesian Canadian Community Association
c/o Susie Sugiharto
4294 Fieldgate Dr.
Mississauga, ON L4W 2C8
Phone: 905-629-1994 or
905-824-2637

Vietnamese Community Centre
1023 Greaves Ave.
Mississauga, ON L5E 1W3
Phone: 905-891-3825

Multi-ethnic Agencies

Catholic Cross Cultural Services of Peel (Brampton Office)
10 Gillingham Dr., Unit 211
Brampton, ON L6X 5A5
Phone: 905-457-7740

Catholic Cross Cultural Services of Peel
(Mississauga Office)
90 Dundas St. W., Ste. 204
Mississauga, ON L5B 2T5
Phone: 905-273-4140

Elder Help – Peel
17 Dean St., Ste. 100
Brampton, ON L6W 1M7
Phone: 905-457-6055

Peel Multicultural Council
6630 Turner Valley Rd.
Mississauga, ON L5N 2S4
Phone: 905-819-1144

Neighbourhood Centres

Brampton Multicultural Centre
150 Central Park Dr., Ste. 107
Brampton, ON L6T 2T9
Phone: 905-790-8482

Brampton Neighbourhood Resource Centre
50 Kennedy Rd. S., Unit 24
Brampton, ON L6W 3R7
Phone: 905-452-1262

Dixie Bloor Neighbourhood Resource Centre
3439 Fieldgate Dr.
Mississauga, ON L4X 2J4
Phone: 905-629-1873
905-629-1873, Ext. 233

Intercultural Neighbourhood Social Services
3050 Confederation Pkwy.
Mississauga, ON L5B 3Z6
Phone: 905-273-4884

Malton Neighbourhood Services
3540 Morning Star Dr.
Malton, ON L4T 1Y2
Phone: 905-677-6270

Multilingual Community Interpreter Services (MCIS)
1185 Eglinton Ave. E., Ste. 605
Toronto, ON M3C 3C6
Phone: 416-426-7051

For people with developmental or learning disabilities

Association for the Neurologically Disable of Canada
59 Clement Rd.
Toronto, ON M9R 1Y5
Phone: 416-244-1992

Brampton Caledon Community Living
34 Church St. W.
Brampton, ON L6X 1H3
Phone: 905-453-8841

Canadian Marfan Association Centre Plaza Postal Outlet
128 Queen St. S.
Mississauga, ON L6M 4Z0
Phone: 905-826-3223

Cruisers Sports for the Physically Disabled of Halton-Peel
15-6400 Millcreek Dr., Ste. 158
Mississauga, ON L5N 3E7
Phone: 905-824-7120

Learning Disabilities Association of North Peel
Bramalea Civic Centre
150 Central Park Dr., Ste. 104
Brampton, ON L6T 2T9
Phone: 905-791-4100

Mississauga Community Living
6695 Millcreek Dr., Unit 1
Mississauga, ON L5N 5R8
Phone: 905-542-2694

Ontario March of Dimes
2227 South Millway, Ste. 100
Mississauga, ON L5L 3R6
Phone: 905-607-3463

Options Mississauga
113 Lakeshore Rd. W.
Mississauga, ON L5H 1E9
Phone: 905-274-8663

Supportive House
1255 Vanrose St., Ste. 203
Mississauga, ON L5V 2B2
Phone: 905-821-9944

Tetra Society of North America
875 Enola Ave. S.
Mississauga, ON L5G 4R1
Phone: 905-274-8584

For people who are lesbian, gay and transgendered

PFlag Brampton/Mississauga
35 Willis Dr.
Brampton, ON L6W 1B2
Phone: 905-457-4750

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