Region of Peel

Long Term Care and Adult Day Service Centres

CULTURAL COMPETENCY AND DIVERSITY PLAN
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PLAN STATEMENT AND COMMITMENT:

At the Region of Peel, Culture refers to: our shared values that define our organization and are reflected in our behaviours.

The Cultural Competency and Diversity Plan reflects the Region of Peel “Working with You” brand to engage stakeholders to identify their current and future visions, collective priorities, needs and hopes for the Region of Peel Long Term Care Homes and Adult Day Services that would help us achieve the three important long-term strategic outcomes:

- Ensuring that our Residents and Clients have access to culturally appropriate services
- Creating a Community that embraces diversity and inclusion, and
- Ensuring that the community voice and participation is welcome.

Technology, creative exhibits, surveys, social media, community events are some of the methods that will be used to engage stakeholders and collect feedback with more diverse voices in discussions relating to cultural and diversity needs of the community.

The Region of Peel Long Term Care Centres and Adult Day Services (Davis Centre, Malton Village, Peel Manor, Sheridan Villa and Tall Pines) are committed to integrating cultural diversity into their service delivery culture. This includes creating and maintaining an accessible workplace where differences are respected, valued and where everyone feels a sense of belonging and safety.
We value diversity, practice inclusivity and embrace differences in persons served as this makes us stronger, foster innovation, enhance quality of care and services and provide for a respectful barrier-free environment.

SCOPE:

This Plan applies to all Long-Term Care and Adult Day Services (ADS) staff, including Residents, Clients, volunteers, contract and temporary staff, students and visitors.

DEFINITIONS:

**Community Engagement:** is about involving the community in decision making processes, which is critical in the successful development of acceptable policies and decisions in government, the private sector and the community.

**Diversity Competency:** A diversity competency is the knowledge, skill or behaviour required to be successful in the role of creating an organization that values differences. It is the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, race, ethnic backgrounds, religions and other diversity factors in a manner than recognizes, affirms, and values the worth of individuals, families, and communities and preserves the dignity of each.

**Diversity:** Diversity refers to a broad range of attributes including but not limited to social, economic, racial, cultural, age, gender, sexual orientation, disability, geographic and religious factors.

**Barrier:** A barrier is anything that keeps someone from participating fully in society because of a disability or on the grounds of things such as sexual orientation, gender, age, and more.
**Culture**: is the characteristics and knowledge of a particular group of people, that include language, religion, food, social habits music and arts. Culture is learned, dynamic and evolving and is a big part of how an individual defines who they are.

**Ethnic population** includes new Canadians and immigrants and also individuals who were born in Canada but who identify with the culture of the country of their family roots.

**Inclusion**: Inclusion is creating an environment where everyone feels a sense of belonging and is able to develop to their full potential. It involves active participation, intentional behaviour, openness to difference, etc.

An inclusive environment maximizes:

- Creativity and innovation
- Employee productivity
- Engagement
- Performance

An inclusive environment enables:

- An engaged and diverse work force and Client base
- Talent attraction, development, and retention
- Empowerment of staff, Residents and Clients.

**GUIDELINES:**

This plan is developed to guide Long Term Care and Adult Day Services staff on the best ways to engage persons served in a consistent and respectful manner to build meaningful and positive relationships. It provides staff with a “how to” guide when engaging the community, working with others and providing care and services to Residents, Clients and other stakeholders.

**Levels of Engagement - Inform, Consult, Involve, Collaborate**

**Inform**: One-way communication providing balanced and objective information to assist understanding about something that is going to happen or has happened.

**Consult**: Two-way communications designed to obtain public feedback about ideas on rationale, alternatives and proposals to inform decision making.

**Involve**: Participatory process designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to decision making.

**Collaborate**: Working together to develop understanding of all issues and interests to work out alternatives and identify preferred solutions.

The Cultural Competency and Diversity Plan Goals:

1. **Persons Served**: To involve, support and engage Residents, Clients, families, friends and staff in the planning of care for the Residents and Clients.

2. **Care**: To utilize the “Getting to Know Me” Assessment and other assessments and tools to ensure Residents’ and Clients’ Care Planning include considerations for cultural background, values, traditions and belief, wishes which will contribute to an enhanced quality of life.

3. **Processes**: To ensure the Region of Peel Vision, Mission and Values support and embrace the long-term care and Adult Day Services Centres’ Cultural Competency and Diversity Plan.

4. **Environment**: To create an inclusive environment where everyone feels a sense of belonging and where practices in place comply with regulatory laws and legislation. The social environment will support Residents, Clients and staff’s abilities, strengths, interests and wishes.

5. **Activity/Recreation**: Activities are based on the Residents’ and Client’s preferences, wishes and interests and are stimulating, meaningful and accessible.

6. **Leadership**: Leadership staff demonstrate and support cultural diversity and inclusiveness in their actions, daily activities and communication with Residents, Clients, staff and other stakeholders.

7. **Staffing**: Cultural diversity will be supported by hiring, staffing, volunteer recruitment and training practices. A diverse workforce will support the continuity of a caring, trusting and person-centred care leading to the well-being of Residents, Clients, and other stakeholders.

8. **Dietary**: To ensure food quality, safety, nutrition and preparation needs are consistent with the Residents’ and client’s preferences and wishes. Cultural considerations for dietary practices will ensure Residents and Clients are provided with the food they enjoy, prefer, recognize and like to eat.

9. **Spirituality**: To support Residents’ and Clients’ spiritual preferences and needs by having multi-faith programs in the Centres. Spirituality programs will be integrated in the Residents’ and Clients’ care plans and be provided daily, weekly, monthly and/or palliative or end of life stages as appropriate.

10. **Language and Communication**: To utilize the Language and Interpretation service to meet the needs of the Resident, Clients and other stakeholders preferred language. This will improve the communication between Residents, Clients, staff and other stakeholders and enhance quality of care and well-being. Other ways to optimize communication include:

    - Enhancing Staff-Resident/Client communication
    - Enhancing Resident/Client-family communication
    - Documenting medical information on Resident/Client Consent to treatment
    - Improving Staff understanding of key words
    - Promoting availability of written information in preferred language of the Resident/Client/other stakeholders.
11. **Dementia:** To increase knowledge, understanding and respect for different cultural views of dementia. To support and sustain the implementation of Butterfly Model into the service delivery of care across the Homes.

12. **Quality Improvement:** To continue to monitor practices, identify trends, engage stakeholders and implement plans for improvement to support the implementation and sustainability of the Cultural Competency and Diversity Plan.

**ROLES AND RESPONSIBILITIES:**

**A. Plan Scope:**

Each location within the Health, Long Term Care and Senior Services Development Divisions will participate in the Cultural Competency and Diversity Plan, including:

- Sheridan Villa, Long Term Care and Adult Day Services Center, Mississauga Ontario
- Malton Village Long Term Care and Adult Day Services Center, Mississauga Ontario
- Tall Pines Long Term Care and Adult Day Services Center, Brampton Ontario
- Vera Davis Long Term Care and Adult Day Services Center, Bolton Ontario
- Peel Manor Long Term Care and Adult Day Services Center, Brampton Ontario

**B. Program Structure (Responsibilities within the Program):**

The Cultural Competency and Diversity Plan includes support by the following 3 levels of staff across the organization Organizational, Divisional, and Staff.

1. **Organizational-Wide (Corporate) will ensure:**

   a) Peel Region demonstrates its commitment to accessibility, diversity and inclusion through the implementation of its Culture Strategy (2017-2021) and a multi-faceted Communications Plan that builds awareness and understanding of accessibility, diversity and inclusion in the workplace. The refreshed Inclusion and Diversity Strategy will advance the Region’s commitment to a diverse and inclusive workplace and to serving the diverse needs of our community. The new Diversity, Equity and Anti-Racism Committee will influence diversity, equity, and inclusive related matters both internally and externally. Refer to the : [Community Engagement in Peel Handbook](#).

   b) A Culture and Inclusion Webpage is available for staff to acquire knowledge, information, tools and information to help integrate culture, accessibility awareness and inclusion into their work. Each division, including Long Term Care and Adult Day Services employee ambassadors deliver engaging learning activities to bring dynamic meaning to the Region of Peel Values. The Region also offers training topics such as accessibility, diversity and inclusion as well as informational resources. The Culture and Inclusion Office that can be contacted at [ZZGciadmin@peelregion.ca](mailto:ZZGciadmin@peelregion.ca)
c) Peel Region recognizes the importance of addressing the linguistic ethno-cultural diversity needs of its multicultural community by contracting a Language and Interpretation vendor which can be utilized by all persons served.

d) Resources are available on Regional Pathways and/or Regional staff will specific information upon request.

2. Divisional - Seniors Management and Centre Leadership Staff (CLT) will:
   a) Build Staff awareness on corporate policies, procedures, and resources to support cultural competency and diversity, including the corporate policies on: Code of Conduct - HR02-01, Respectful Workplace HR02-04, Accommodation/Assistive Devices Requests - HR04-03-01, HR02-10 – Violence in the Workplace.

b) Ensure training is provided to all LTC and ADS staff to support, provide care and services and sustain the Cultural Competency and Diversity Plan.

c) Promote and demonstrate leadership behaviours that align with the Region’s mission Vision and Values.

d) Communicate to Staff that they are expected to demonstrate leadership behaviours aligned to the Leadership Competency Framework.

  e) Promote regular communication and engagement: Emails are shared from the Culture and Inclusion Office that promote inclusion and diversity observances and events. The Pulse for People Leader is a monthly newsletter from Human Resources that updates leaders on important Human Resource policies, initiatives and other matters that all Regional leaders should know.

f) Ensure in-class and online learning modules promoting diversity in Peel and inclusion awareness are offered across a range of topics.

g) Ensure Residents, Clients, staff and stakeholders’ diverse needs are supported, and community resources are utilized when appropriate.

h) Ensure cultural posters are posted, a multicultural day or week is held annually, movies, magazines are available in different languages and font (e.g. Bollywood, Chinese, LGBTQ2S, etc.), availability of ethnic snacks in the Tuck shops, planned outings to cultural events, etc.

i) Encourage volunteers to play culturally traditional games with Residents and Clients based on their preferences.

j) Ensure education sessions, surveys, Residents, staff and Client feedback etc. are analyzed and used as part of the planning process to identify key issues or gaps and generate priority actions plans as required related to cultural competency.

3. Front line staff will:
   a) Demonstrate cultural sensitivity and respectful behaviour in their daily routines.

b) Provide care and services in accordance to the Region’s Mission, Vision and Values.

c) Recognize and respect diversity and reflect this in practice with other staff members, Residents/Clients, volunteers, students and other stakeholders.
d) Utilize appropriate resources, including interpretation and translation services when appropriate to ensure diversity related needs of Residents/ Clients and family members are understood and addressed.

e) Provide care and service that respects the individualized and diverse needs of Residents and Clients and ensure respect for possible cultural considerations when information gathering, conducting assessments and during the provision of care.

f) Ask Residents and Clients about their traditions, values and practices and how they want their culture acknowledged or care provided. Ensure the Residents/ Clients Plans of Care are updated to reflect their wishes and preferences.

g) Participate in activities and mandatory training/education that support awareness, understanding and respect of diversity.

h) Plan and support cultural activities and encourage participation ( outings, church, multicultural day or activities, etc.).

k) Follow Corporate and Centre’s policies and procedures on the Code of Conduct - [HR02-01], Respectful Workplace [HR02-04], Accommodation/ Assistive Devices Requests - [HR04-03-01], and [HR02-10] – Violence in the Workplace.

C. Staff Education and Training:

Cultural competency and diversity will be considered across the division in the development of initiatives and updates will be shared with Residents’ and Family Councils as appropriate.

Education Plan:
Cultural competency will be included in orientation for new staff and as needed. Topics on: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language, and discrimination will be included in the staff development and orientation plan. Staff shall also be aware of the corporate [HR02-10] - Violence in the Workplan and [HR02-01] - Code of Conduct, [HR02-04] - Respectful Workplace policies. The orientation and educational materials will be reviewed annually to determine if any additions or changes are required based on any needs identified as well as the changing staff and Resident/ Client population.

Educational opportunities on cultural competency issues will be available for persons served and their families, will be shared at Residents’ and Family Councils, appropriate and will be provided upon request.

Long-Term Care and Adult Day Services staff will utilize the Culture and Inclusion Office to support additional education opportunities across the Homes and programs from Residents, Clients, stakeholders and staff including lunch and learn, places of worships, tours and other events.

D. Improvement Activities:

Cultural Competency and Diversity Plan
The Cultural Competency and Diversity Plan is designed to guide LTC/ADS staff on the best ways to engage with Residents, Clients and the diverse communities in a manner that demonstrates the Region’s commitment to accessibility, diversity and inclusion. Our culturally competent staff will enhance the experience and interactions of all stakeholders in a consistent and respectful manner in the process of building long-term, meaningful relationships.

**Feedback:**
Resident, Family, Client, Caregiver, and Staff Satisfaction Surveys will include questions on accessibility, cultural competency and diversity where appropriate to provide opportunities for Residents, Clients, Staff and families to rate their satisfaction with the customer services and care provided and to provide feedback for improvements. Results will be analyzed and used to plan improvement initiatives in collaboration with Residents’ and Family Councils as appropriate.

**CULTURE, DIVERSITY AND ACCESSIBILITY RESOURCES:**

To support staff in offering culturally competent care included below are some supporting resources with general information for guidance:

- The [Office of Culture and Inclusion](#) Office assists other departments and individuals in identifying and removing potential visible and invisible barriers to inclusion from programs, policies, practices and behaviours.
- [Diversity and Inclusion on Charter of Peel](#) reflects the ROP’s vision for diversity and inclusions.
- [Community Engagement of Peel Handbook](#) offers information on top faith communities in Peel.
- Language resources: [Translation and Interpretation Services](#) provide services on translations and interpretation services for different languages.
- ROP [Strategic Plan](#) 2015-2035 adopts a 20-year framework allowing the ROP to take on bigger challenges, in the interest of its citizens.
- [Accessibility Planning](#) provide information to improve access to services, programs and facilities.
- [LGBTQ2S](#) offers resources and toolkit to enhance understanding and to promote an inclusive and welcoming environment.
- [Supporting Indigenous Culture in LTC](#) provide resources to build awareness, understanding and skills regarding diversity and indigenous culture.

**References:**

- [Diversity and Inclusion in Peel](#)
- [https://the-ria.ca/resources/supporting-cultural-diversity/](https://the-ria.ca/resources/supporting-cultural-diversity/)
• [https://clri-ltc.ca/resource/lgbt-tool-kit/](https://clri-ltc.ca/resource/lgbt-tool-kit/)

**APPROVAL SOURCE:** Long-Term Care & Senior Services Development Divisional Leadership Teams

**LAST REVIEW DATE:** September 16, 2019

**RESPONSIBILITY:** Long-Term Care & Senior Services Development Divisional Leadership Teams