

Embracing Diversity: A Toolkit for Supporting Inclusion in Long-Term Care

AT-A-GLANCE



INDIVIDUAL / SELF LEVEL

On the journey towards equity and inclusion, change begins within each individual. We each have our own unique set of values, attitudes, customs, ideals, and rituals, shaped by our life experiences.



SYSTEM LEVEL

Concrete, intentional steps need to be taken across an entire organization, in order to best support the needs of the diverse community that lives, works and visits at the care home.

INDIVIDUAL / SELF LEVEL



Self-Reflection Tool: A self-reflection tool guides learners through an exploration of their thoughts, assumptions, and biases. One can review these questions independently, or in a small group. These questions offer a starting point for discussion about non-inclusive behaviours and institutional practices.

PAGE
25



Diversity Wheel: This tool allows you to reflect on the layers and dimensions of diversity among individuals, communities and organizations, and explore the concept of intersectionality. One can engage in this exercise individually as an opportunity for self-reflection, or in a small group to foster dialogue around the impact of intersecting identities on peoples' experiences.

PAGE
29



What Would You Do Posters: An educational, group-based learning activity exploring micro-aggressions and situations of discrimination, encouraging participants to engage in personal reflection and explore individual biases.

PAGE
45



Self-Guided Learning: Many independent learning opportunities are available online. Take the time to explore topics.



Mind-Set: Having an open-minded and curious approach to these topics is an important element of being an ally.

SYSTEM LEVEL



Equity, Diversity and Inclusion in LTC: Assessment and Planning Tool: Use this tool to identify what your LTC home is doing well, and how you can improve your equity, diversity and inclusion practices. An action plan template is provided within the tool to guide next steps.

PAGE
10



Planning and Policy: For organizations to make systemic changes, principles of equity, diversity and inclusion are embedded into organizational planning, policies and procedures. Explore how to make formal commitments and develop policies that promote equity, diversity and inclusion.

PAGE
32



Organizational Culture: Person-centred care requires strong, compassionate leaders who embed principles of inclusion and equity into their organizational philosophy and values. Learn ways to reflect on and assess your LTC home's organizational culture – this will help you to determine how inclusive your home is for people from diverse backgrounds and identities.

PAGE
35



Education and Training: Ongoing learning opportunities on equity, diversity and inclusion should be provided across all levels of the organization, on an ongoing basis. Explore topics to consider adding to your education calendar, and some unique initiatives such as Diversity Cafes.

PAGE
40



Human Resources: Explore strategies for recruitment, hiring, engagement and retention, including sample interview questions that explore a candidate's comfort discussing diversity and inclusion.

PAGE
50



Community Capacity Building: Community engagement is a way to ensure there are diverse perspectives around the table. Learn strategies to engage with the local cultural community groups.

PAGE
54



Resident and Family Engagement: Discover sample questions to include on resident and family satisfaction surveys to gauge perceived inclusiveness of your home, and explore ways to support diverse language and communication needs.

PAGE
55



LTC Service Provision: Every department has a role to play when it comes to inclusion. There are practical steps for LTC team members, as well as suggested tips for getting to know resident's unique identities .

PAGE
58

View the full Embracing Diversity Toolkit at clri-ltc.ca/embracingdiversity