

Supporting Diversity and Indigenous Culture in Long-Term Care

An Ontario Centres for Learning, Research and Innovation in Long-Term Care Initiative

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Together We Care

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Overview of Presentation

1. Introducing the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) Program
2. Supporting Diversity of Culture in Long-Term Care
 - Sharing the work we are doing and stories and resources to support homes
3. Supporting Indigenous Culture in Long-Term Care
 - Sharing the work we are doing and resources to support homes
4. Connect with the Ontario CLRI Program

About the Ontario CLRI Program

The Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) Program is a provincial resource that builds capacity in long-term care (LTC) through education, research, innovation, collaboration and knowledge exchange.

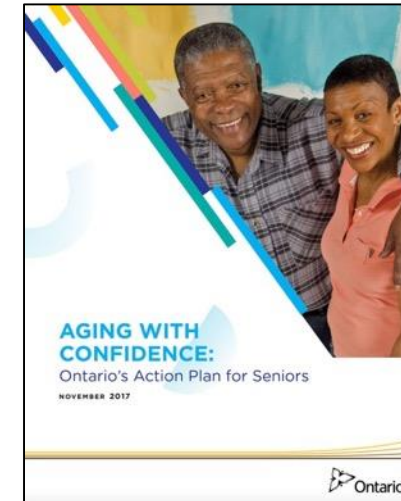
- The Ontario CLRI Program is hosted at:



- Ontario CLRI Program strategic goals:
 - **Education** | Develop workforce and care competence and expertise
 - **Research** | Catalyze research and continuous improvement
 - **Knowledge Exchange** | Connect people and ideas to share expertise and evidence

Why Address Diversity & Cultural Needs in Long-Term Care?

- People living in Ontario LTC homes are diverse
- Need in LTC sector to increase awareness, understanding and skills regarding diversity and Indigenous culture
- Aligned with Ontario's Action Plan for Seniors (2017) and United Nations Declaration on the Rights of Indigenous Peoples (2007)
- Addresses various calls to action from the Truth and Reconciliation Commission of Canada (2015)
- Builds on the Ontario CLRI Program needs assessments completed in 2017
 - <http://clri-ltc.ca/2018/04/supporting-indigenous-culture-and-diversity/>
- Best practice in resident-centred and relational care



Expected Impacts When Culture is Supported

Improved:

- Resiliency
- Thriving
- Enjoyment and quality of life
- Mental health
- Nutrition

Fewer:

- Falls
- Hospitalizations
- Pain medications



Supporting Diversity of Culture

Kate Ducak

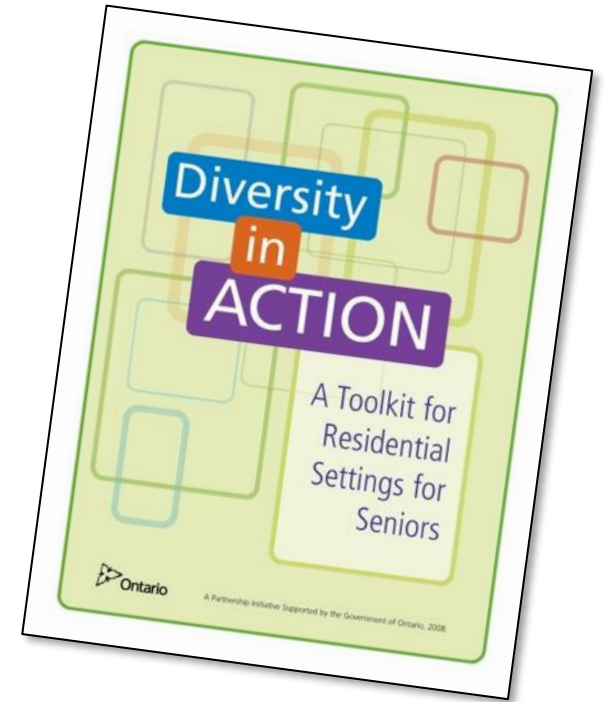


Supporting Diversity of Culture Advisory Group Member Organizations

- AdvantAge Ontario
- Association of Ontario Municipalities
- City of Toronto
- CLRI (Baycrest, Bruyère, Schlegel)
- Family Councils Ontario
- Hogarth Riverview Manor
- Kensington Health
- Ministry of Health and Long-Term Care
- Ontario Association of Residents' Councils
- Ontario Long Term Care Association
- Saint-Louis Residence
- Toronto Local Health Integration Network

Resource Development & Sharing

- Share and promote information and resources, such as:
 - Build an online repository to share existing and new resources for LTC
 - Develop a poster to welcome and encourage diversity in LTC homes
 - Update the ***Diversity in Action: A Toolkit for Residential Settings for Seniors*** in partnership with AdvantAge Ontario
 - Develop a liaison guide with community supports for LTC homes



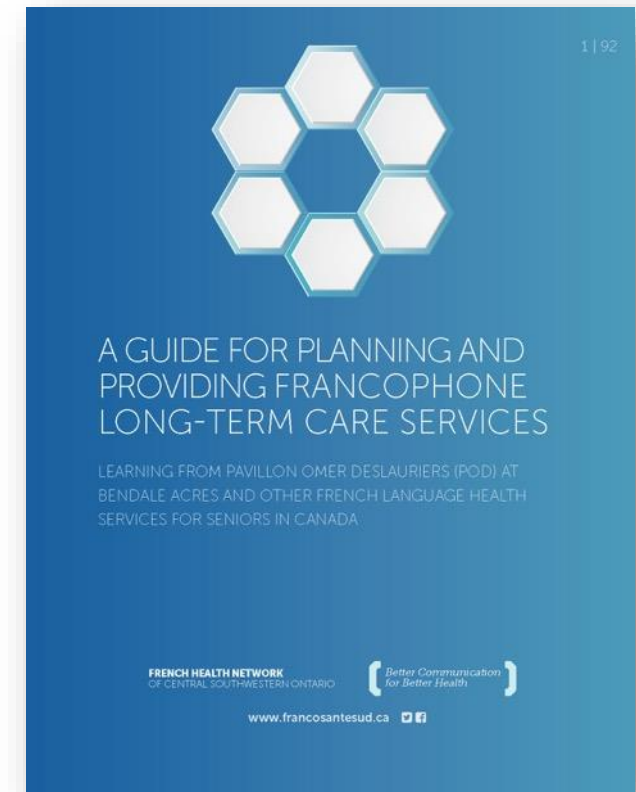
Celebrating Cultural Diversity at Kensington Gardens

- 350-bed long-term care home in Toronto
- **Passport Week** program to celebrate cultural diversity
- Very well attended by residents
- Staff attend and/or perform their culture's traditional dances, fashion show with their culture's dress, travelogue of their country or one they visited with pictures, etc.



Supporting Francophone Culture at Georgian Manor

- 143-bed LTC home in Penetanguishene
- Provides French Language Services in partnership with the LHIN and The French Health Network
- Received one-time Federal funding from Health Canada via the Roadmap for Canada's Official Languages to develop services for Francophone residents
 - Adding way-finding signage in French
 - Offering more French Language Services programming



Supporting Francophone Culture at Bendale Acres

- 302-bed LTC home in Scarborough with a 37-bed French Languages Services unit, Pavillon Omer Deslauriers
- Staff are bilingual in English and French to care for residents in their preferred language
- Residents enjoy recreational activities, special events, spiritual and religious care, as well as music and art in either language



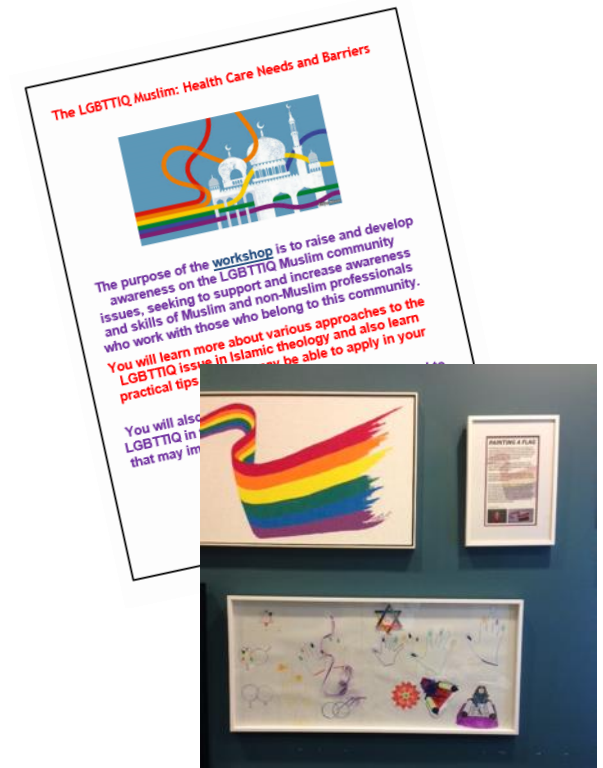
Supporting LGBTQ2S Community in the City of Toronto

- City of Toronto, LTC Homes & Services (LTCHS)'s ***LGBT Tool Kit: Creating Lesbian, Gay, Bisexual and Trans Inclusive and Affirming Care and Services***
 - *Introduction and Background* and *Our Journey Continues* chapters provide context
 - *Achieving Social and Cultural Competency* and *Achieving Organizational Competency* have comprehensive info
 - *Appendices* have many resources to help support ongoing learning and understanding
- Email ltc-ho@toronto.ca for a copy of the Tool Kit



More Examples of Supporting LGBTQ2S Community in the City of Toronto

- Pride flag-raising and celebrations during Pride month (June)
- Gender Sexuality Alliances
- Education events such as a “**Fostering Inclusive Environments for Older LGBT Adults**” workshop
- Activities such as LGBTQ2S Movie and Film series, Book Clubs, Entertainment, and a Saturday Social
- LGBTQ2S-affirming and welcoming spiritual, religious and faith-based practices
- **Positive Space Toronto** training promotes an inclusive and welcoming environment



City of Toronto Inclusive & Affirming LGBTQ2S Care Testimonial

“One of our elderly gay male residents had a partner who visited him regularly at the home. Staff and management knew both of the men well and spent time chatting on each of the partner’s visits. The partner was himself quite elderly and frail and the staff noticed that he may be in need of long-term care himself.

Our staff discussed the option of long-term care with the partner and assisted him through the process. To both men’s delight, we were able to arrange for them to live together in the same home, where they were able to spend their final years together.”

~ Home management staff



Long-Term Care Homes & Services

Commitment to CARE

Compassion • Accountability • Respect • Excellence

City of Toronto Inclusive & Affirming LGBTQ2S Care Examples

Bringing art to bed-ridden residents through painted ceiling tiles at True Davidson Acres



At Kipling Acres, Inside Out facilitates screenings of LGBT films and holds discussions afterwards for residents who attend.

“I was extremely lucky to get into True Davidson Acres because it is LGBT welcoming. The first time I saw the celebrations at the home in honour of Pride, I was shocked because I’d never seen it in an institution. It was then that “I came out again”.” ~ Past resident



RAINBOW THEATRE
presents an afternoon at the movies with short films.

Life, love, friendship and family in the LGBT community.



LGBT SENIORS
The unseen issues they face

Date: March 9th, 2016
Location: Gathering Place
Time: 2:00 pm
Host: INSIDE OUT
Light refreshments will be served



Long-Term Care Homes & Services

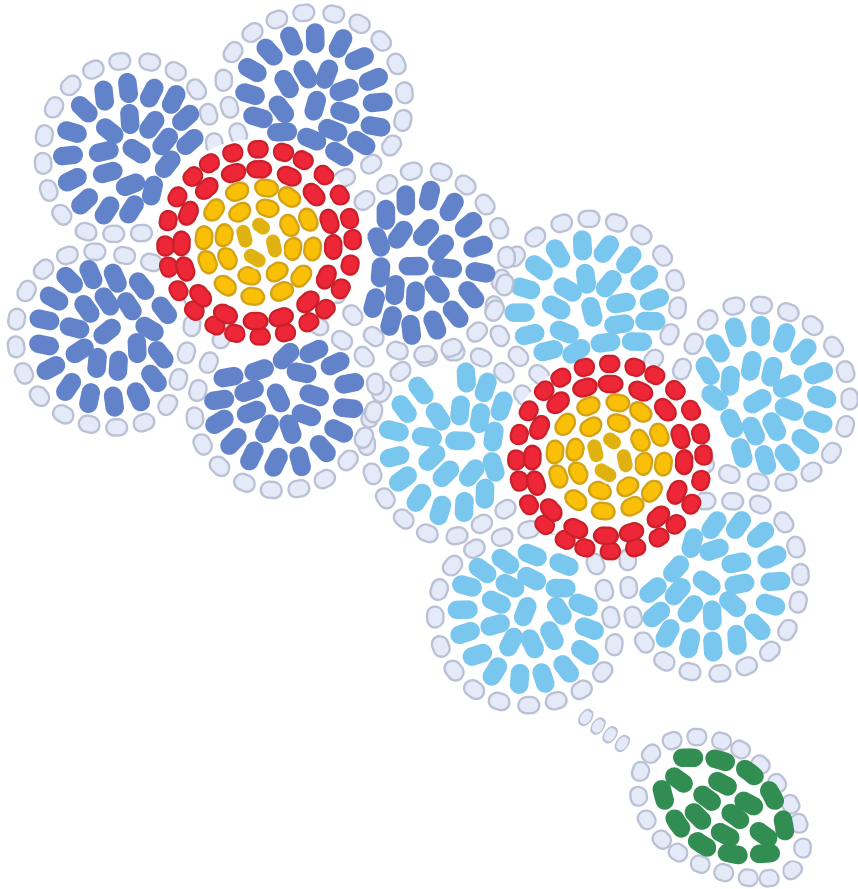
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Supporting the Korean Community at Castleview Wychwood Towers

- 456-bed LTC home in downtown Toronto
- Celebrated its 10-year partnership with the Castleview Korean Volunteer Association in April 2017
- Korean community's vision is to support and sustain Korean culture in the home
- In 2010, Salangbang (Korean kitchen) opened for programs:
 - weekly Korean lunch
 - craft club
 - Yut (traditional game)
 - reminiscing class
 - Korean Karaoke Hour





Supporting Indigenous Culture

Kyla English Leis & Tasha Shields

Advisory Body Structure

Indigenous Advisory Circle

- Comprised of direct care providers, administrators, residents, family members and representatives of the Local Health Integration Networks
- Guided by an Indigenous group facilitator who has facilitated sessions within an Indigenous context federally, provincially, regionally and locally
- An Elder will preside over all in-person meetings

Implementation Advisors

- Comprised of representatives of the Associations (e.g., OLTCA, AdvantAge Ontario) and others
- Bring experience in dissemination and implementation, and knowledge of LTC
- Will support the work of the Indigenous Advisory Circle.

Exploring Information & Resources

Review of 2017/2018 Quality Improvement Plans (QIPs)

- 73/624 homes (12%) included 1+ key words in narrative section (Indigenous, Aboriginal, First Nations, Inuit, Métis, Native)
- Toronto Central LHIN: 0/36 homes identified 1+ key words (Senior Indigenous pop. 2720-5520)
- North West LHIN: 11/19 homes identified 1+ key words (Senior Indigenous pop. ~3700)

Exploration of Indigenous cultural safety courses

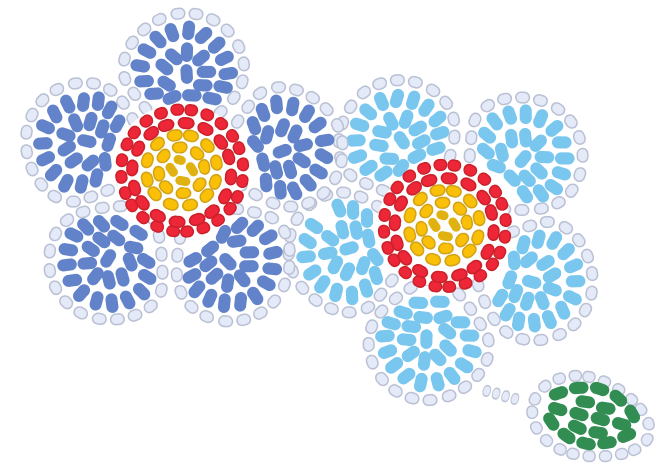
- Participated in San'yas Indigenous Cultural Safety training
- 36/624 homes (6%) mentioned training team members in Indigenous cultural safety

Web search of available resources

- [Indigenous dementia factsheets](#) (I-CAARE)
- [Medical dictionaries](#) in Oji-Cree, Cree, Ojibwe (Meno Ya Win Centre)

What are Homes Doing to Support Indigenous Residents?

- Cultural safety training for staff at all levels
- Staff from the community
- Visiting Elders
- Interpreters
- Spaces for smudging and other practices
- Communications and collaboration between traditional healers and medical staff
- Liaison with community supports to assist with care planning and to ensure contact and support
- Policy revisions
- Artwork
- Traditional foods



Supporting Smudging, Tobacco Burning, & Fires

Some homes will allow this, but others will not

- “Safety issue”
- “Would need to turn off smoke detectors”
- “Other residents would smell it”

Homes have accommodated through:

- Allowing smudging outside a resident’s window
- Appropriate outdoor space
- Transport to a cultural center or health care facility with appropriate rooms
- University Health Network (UHN) policy in the works to support smudging
- Homes with gathering places (appropriate air flow and design)

Moving Forward in Supporting Indigenous Culture in LTC

- **Gather the Indigenous Advisory Circle at the end of April to:**
 - Build relationships and define a shared purpose
 - Define the Terms of Reference and next steps
 - Support the development and identification of resources
- **Develop a web page**
 - Provide links to resources
 - Include opportunities to connect with the project team and share ideas
- **Engage with long-term care homes across the province**



**Connect
with the CLRI**

Does this reflect the diversity you're seeing in your LTC home?
What are you doing to support diversity or health equity?
How is your home supporting Indigenous culture?

Connect with us!

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