

Facilitator Discussion Guide

Cultural Humility in Action: Nurturing Inclusion in Long-Term Care

This Facilitator Discussion Guide accompanies a short video and provides guidance for Educators and other Facilitators on how to support conversations within their teams about nurturing inclusiveness within the long-term care (LTC) home. [Cultural Humility in Action: Nurturing Inclusion in LTC](#) is a short video (six (6) minutes) that introduces cultural humility and shares examples of what inclusive LTC looks like. This Discussion Guide helps facilitators lead discussions to reflect on the video and explore the practice of cultural humility and inclusivity in LTC homes. It is intended as a conversation-starter exercise that can accompany a broader equity, diversity, and inclusion training program.

What is Cultural Humility?

Cultural humility is the practice of maintaining an open mind and heart. It's about recognizing that we can't know everything about cultures different from our own. Instead, we should be curious, learn from people around us, and understand our own beliefs, biases, cultural upbringing, and backgrounds. This practice involves listening, learning and unlearning, and respecting everyone's story and identity without making assumptions. It's about making sure everyone feels valued and included. Finally, it involves a lifelong commitment to self-reflection, addressing power imbalances in LTC, and building meaningful relationships with people and communities.

Why is Cultural Humility important?

In LTC, practicing cultural humility fosters deeper connections and trust between residents, caregivers / care partners, team members, and leaders in ways that can enhance overall care, satisfaction, and a sense of belonging.

Embracing a cultural humility approach supports the advancement of equity, diversity, inclusion, and anti-racism efforts by fostering an ongoing commitment to self-reflection, learning, and openness. In a rapidly changing world where the impacts of systemic inequities are increasingly visible, this work is not just an ethical imperative but a practical necessity. By continuously reflecting on our own beliefs and being open to learning from others, we can create more inclusive environments that respect and value the diverse experiences and identities of

everyone involved. This commitment to cultural humility is the key to making meaningful and sustainable change in our organizations and communities.

Facilitation Strategies

This section contains strategies and discussion questions to help facilitators guide conversations about cultural humility and inclusivity, by exploring the video content. It is important that the person facilitating the conversation has experience facilitating conversations around sensitive and complex topics, and has received facilitation training. The person in your home might be an educator, a social worker, or someone else in leadership with relevant experience and facilitation expertise. That person may also be a member of your homes' Equity, Diversity, and Inclusion (EDI) Committee.

When facilitating discussions on equity, diversity, and inclusion topics, it is very important to understand they can be triggering or deeply painful for individuals with marginalized identities. The strategies in this section will help to frame the conversation, reduce the potential for hurtful and / or harmful interactions, and increase the potential for healing and understanding. Consider having a co-facilitator, to share the responsibility.

1. Be Clear about the Goal(s) of the Conversation.

- Think about and articulate the goal(s) of the conversation before you start
- Share the goal(s) with the group (e.g., *"Today, we are gathering to view a short video about cultural humility in LTC, and then have some dialogue. The goal is to learn together and explore what we can do here to be more inclusive of the diversity in our community."*)
- Acknowledge that discussing diversity and inclusion topics can evoke strong emotions, such as anger, sadness, or frustration. This is especially true for individuals who have experienced discrimination or marginalization. (You could say: *"We understand that this conversation may bring up painful memories or feelings for some of you, and it's important to honour and respect those emotions. Please do what you need to, to take care of yourself and your well-being."*)
- Acknowledge the potential for emotional responses

2. Create a Safe(r) and Supportive Environment

- Establish Guiding Principles for the conversation - an example you can use is provided at the end of this Guide
- Encourage volunteer participants to read out the Guiding Principles to the group
- Promote respectful dialogue (one person speaks at a time, focus on ideas, etc.)

- Create a hate-free space, free from discrimination and harassment
- Recognize that multiple perspectives will be present, and may conflict

3. Set Up a Clear Discussion Process.

- Ensure everyone has the opportunity to speak (if they wish) and listen
- Use open-ended questions and build on comments
- Model relational skills (e.g., demonstrate active listening by making eye contact, nodding, and summarizing the speaker's comments to show understanding and empathy.)
- Consider anonymous response opportunities by using a platform like Mentimeter or Slido.

4. Handle Tough Moments with Sensitivity.

- Focus on discussing ideas, rather than individuals
- If hostility or tension arises, remind participants of the Guiding Principles and goal(s)
- Emphasize the importance of patience, kindness, and empathy in these conversations (e.g., allow time for reflection, acknowledge contributions/willingness to share, validate feelings of discomfort/vulnerability)
- Acknowledge any harm caused unintentionally
- Understand that certain topics, words, or discussions may trigger strong emotional reactions. Be prepared to pause the conversation and provide support if someone becomes visibly distressed
- Offer resources, such as access to a counsellor or support group, for individuals who may need additional help processing their emotions

5. Conclude Thoughtfully.

- Reflect on the objectives and common goal(s)
- Summarize key takeaways and establish the next steps
- End on time, and provide resources for deeper learning
- After the conversation, check in with participants to see how they are feeling, and offer additional support or further conversation if needed

Important Considerations:

- **Different Communication Styles:** Be aware that communication styles can vary across cultures and generations. This can include differences in directness, body language, and use of silence.
- **Generational Differences:** Recognize that people from different generations may have different perspectives and experiences, influencing how they interact and engage in the care setting.
- **Shared Responsibility:** It is important to recognize that fostering an inclusive environment is a shared responsibility for all team members. This responsibility should not fall solely on people of colour, Indigenous peoples, members of the 2SLGBTQI+ community, individuals with disabilities, religious minorities, or women. Everyone on the team must actively contribute to creating a welcoming and inclusive space.

Discussion Questions:

Reflections on the Video:

The discussion questions below are provided for you to ask and have conversations within your team. Below some questions, we have provided possible responses and relevant considerations in **purple text**. As the Facilitator, encourage participants to share their ideas and thoughts. The responses provided are there merely to support deeper reflection.

1. What stood out to you about the video? What did you learn?
2. What are some ways that Pinegrove Villa, the fictionalized care home featured in the video, supports the diverse populations that live, work, and visit their care home?
 - What examples demonstrated (to you) that “people’s identities and stories matter”?
 - What additional opportunities might support a sense of belonging within an LTCH?
 - In what ways **does** the LTC home where you work support inclusion and belonging?
 - In what ways **could** the LTC home where you work support inclusion and belonging?
 - What are some individual actions you can take to support inclusion and belonging?
3. At 2:45 in the video, a situation arises between Anaya, Mira, Jay, and Francine:
 - How did Mira’s interaction with Jay and Francine illustrate the need for cultural humility practices?

- When Anaya noticed team members were speaking a language that Francine (the resident) didn't understand, Anaya initially wondered, "Is it my place?" to mention it.
 - Why might someone in her position (student PSW) feel uncomfortable bringing up such an observation?
 - What did you think of the way Anaya brought up her concerns with Mira?
 - What did you think of the way Mira responded to Anaya?
 - How else might this situation have gone?
- Think of an example when you expressed a concern or provided feedback to a person in a position of power.
 - How did it feel for you at that moment?
 - Did you speak up? If yes, how did it go?
- What are some situations where you can express your language?

Give some consideration, and support some dialogue with the team about the kinds of situations where team members are encouraged to express their language(s).

This example in the video portrays a situation that arises in LTC homes. In the video, it resolves in a way that may feel unrealistic - this is an opportunity for reflection about perceived safety and power dynamics that may be at play within your organization. Are there opportunities to do something about this? Are there ways to support team members in 'calling it in' (versus 'calling it out')? By demonstrating what is possible, and what an inclusive and affirming LTC home can look like, this video aims to inspire conversations and encourage focusing on what is possible.

Why cultural humility matters:

4. Why is it important to practice cultural humility in long-term care?
 - Ensure all residents feel valued and respected
 - Promote a sense of trust and safety
 - Enable team members to be more open and flexible to the diverse needs of residents and their caregivers / care partners and each other.
 - Reduce misunderstandings and conflicts
5. How does practicing cultural humility affect the quality of care provided to residents?
 - Provides more individualized, person-centred care leading to higher quality and higher satisfaction with care
 - Fosters empathy and respect, improving residents' emotional and mental health
 - Builds stronger relationships between team members and residents, which can enhance care, well-being and morale

Practical examples and considerations:

6. What does cultural humility mean to you? What does it look like in practice?
 - Continuously learning about and respecting different cultural perspectives
 - Asking residents about their culture and incorporating it into their daily routines
 - Being open-minded and not making assumptions about others
 - Seeking feedback from residents and being willing to adjust care practices based on their input

7. Think of a time when you practiced cultural humility. Describe the situation and what you did.
 - Learned about cultural practices and adjusting daily routines to accommodate prayer times
 - Took time to learn more about the culture of a new resident (e.g., own research, asking questions)

8. Think of a time when you did not practice cultural humility. What would you have done differently?
 - Assuming dietary needs and preferences; resulting in residents being served food they could not eat
 - Overlooking a cultural celebration which was important/significant to a resident or team member

Team Collaboration:

9. How can cultural humility improve teamwork and communication among team members?
 - Encouraging open dialogue and mutual respect; leading to better collaboration
 - Appreciating each other's diverse perspectives and strengths; improving team performance

10. How can we create a culture of cultural humility and inclusion?
 - Providing ongoing training and resources
 - Encouraging open discussions about equity, diversity, and inclusion
 - Implementing policies and practices that promote equity, diversity, and inclusion (e.g., celebrating cultural events and creating employee resources groups)

Next Steps:

11. Now that we have gone through this exercise, what is one thing you will do differently moving forward?

Guiding Principles

Embrace Curiosity



- I will be willing to unlearn and relearn.
- I am here to learn from others.
- My questions are welcome and encouraged! Questions come from a place of care.

Listen to Understand, Not to Respond



- I will assume that everyone is here to learn.
- If something is not phrased in a way that aligns with my own position, I will express why it is hurtful in a way that focuses on an *issue*, not a *person*.
 - If I feel hurt or offended by another person's comment, I will say "Ouch."
 - In acknowledgement, if I am the person who made the hurtful comment, I will respond with "Oops."

Respect our Stories



- I recognize that stories shared are learning opportunities for growth and further understanding.
- I will use inclusive and thoughtful language to foster a nonjudgmental atmosphere.

No One Knows Everything but Together our Knowledge Grows



- I recognize that we each bring our own unique experiences with us.
- I will be open to diverse ideas and perspectives.

Move Up, Move Up



- If I know I tend to speak a lot, I will challenge myself to listen more.
- If I know I tend not to speak a lot, I will challenge myself to speak more.
- If I feel unable to participate and need time to reflect, that's okay!