

Practical Tips for LTC Team Members

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

This resource offers practical tips and examples for team members to practice cultural humility and foster a sense of belonging among residents, caregivers, and colleagues. It is a handout that accompanies the short video, [Cultural Humility in Action: Nurturing Inclusion in LTC](#) and Facilitator Discussion Guide, providing LTC teams with tools to help bring these principles into their daily interactions and organizational culture.

Practicing Cultural Humility

Cultural humility involves 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, 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. It is a lifelong commitment to self-reflection, addressing power imbalances, and building meaningful relationships with people and communities. Opportunities to practice cultural humility are all around us!

Practical Tips:

1. **Listen Actively and Respectfully:** Show genuine interest in peoples' stories and experiences. Ask open-ended questions to encourage sharing.
2. **Learn and Unlearn:** Be open to new information and perspectives. Challenge your own assumptions and be willing to change your views based on what you learn.
3. **Self-Reflect:** Regularly reflect on your own cultural background, biases, and assumptions. Consider how these may impact your interactions and care practices.
4. **Adapt Care Practices:** Be flexible and willing to adjust daily routines to respect residents' cultural and religious practices, such as dietary restrictions or prayer times.
5. **Show Empathy and Understanding:** Approach each interaction with empathy, recognizing that each person's experiences and background shape their needs and preferences.
6. **Foster Inclusive Communication:** Use clear and inclusive language. Be mindful of non-verbal cues and be patient with language barriers. Use translation services when necessary.

7. **Reflect on the Context:** Adopting an open mind and navigating nuances makes an immense difference and assures all parties are heard and seen.
8. **Support Cultural Humility Practices Within Your Team:** Reflect on how you can support cultural humility practices within your team. Think about how you have set a positive example for others to follow, or how you can do so in the future.

Important Considerations When Practicing Cultural Humility and Inclusivity

- **Avoid Assumptions:** Do not make assumptions about an individual's history, abilities, or preferences based on their appearance or cultural background.
- **Respect Diversity:** Show respect for different cultural and religious practices, beliefs, and values. Acknowledge that inclusion and belonging look and feel different for each individual and can change over time.
- **Be Respectfully Curious:** Educate yourself about different cultures and practices. Ask questions in a respectful manner, showing a genuine desire to understand and learn.
- **Channel Intention with Kindness:** Approach interactions with the intention to connect, educate, and assist with care and kindness. Your attitude sets the tone for the interaction.
- **Open to Feedback:** Be receptive to feedback and willing to adapt your practices. Your openness influences how you give and receive feedback, fostering a culture of continuous improvement.

Examples of How to Be Respectfully Curious

1. **Ask Open-Ended Questions:** Instead of making assumptions, ask questions like, "Can you tell me more about your cultural practices?" or "What can I do to make you feel more comfortable?"
2. **Show Appreciation for Sharing:** When someone shares their cultural experiences, acknowledge and thank them. For example, "Thank you for sharing that with me. I appreciate learning more about your traditions."
3. **Seek Resources:** Take the initiative to find resources and educate yourself about different cultures. Books, online courses, and community events can provide valuable insights.
4. **Create a Safe(r) Space for Sharing:** Encourage residents and colleagues to share their stories and experiences without fear of judgement. Show that you value their input and perspectives.

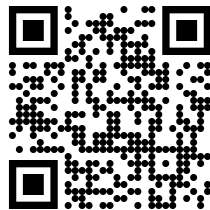
Team Collaboration

Cultural humility can significantly improve teamwork and communication among team members. Here are some ways to foster collaboration:

1. **Encourage Open Dialogue:** Create an environment where team members feel comfortable discussing cultural differences and how they impact care practices.
2. **Celebrate Diversity:** Organize events and activities that celebrate the diverse backgrounds of residents and staff. This can include cultural festivals, food fairs, and storytelling sessions. Explore the Ontario CLRI's Equity, Diversity and Inclusion calendar at the link below.
3. **Provide Training:** Participate in and advocate for regular cultural humility and sensitivity training. Continuous education helps keep cultural awareness at the forefront of care practices.
4. **Support Each Other:** Recognize that practicing cultural humility is a continuous journey. Support your colleagues by sharing experiences, offering advice, and working together to improve inclusive practices.

Every interaction in a care setting is an opportunity for growth and understanding. Take a moment to reflect before responding to ensure that your communication is as culturally aware as it is constructive.

Learn more with the Ontario CLRI's collection of EDI Resources at <http://www.clri-ltc.ca/EDIinLTC>, or by scanning the QR code:



Further Readings and Supportive Resources:

- Ontario CLRI: [All-In: Practicing Cultural Humility in Palliative Care eLearning Course](#)
- Ontario CLRI: [Person-Centred Language](#)
- BC Children's Hospital and BC Women's Hospital: [Culturally Connected](#)
- Queen's University: [A Short Guide to Inclusive Language](#)
- Raven Solomon: [Beginners Guide' to Allyship: A Four-Step Approach](#)
- San'yas: [Anti-Racism Indigenous Cultural Safety Training Program](#)