

<b>Section Number: ADMINISTRATION</b>	<b>Policy Number: ADMIN-011</b>	1
<b>Category:</b>	<b>Implementation Date: January 1, 2018</b>	
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**Cultural Competency and Diversity Plan – as at August 13, 2019**

<b>Areas to be addressed</b>	<b>Person Served? Personnel? Other Stakeholder?</b>	<b>Need</b>	<b>Solution</b>	<b>Due date</b>	<b>Person responsible</b>	<b>Status Indicator</b>	<b>Complete YES or NO</b>
Culture	All	-Resources to outline specific needs of specific cultures.	-Senior Leadership to function as an in-house 'Diversity Team'; individual SLT members to contribute within their areas of expertise	January 2018	° Senior Leadership Team	Resident / Staff Satisfaction	YES
Culture	Person Served	-Determine the residents' preferred cultural identity.	-Add to social profile on admission. Review status of cultural and denominational background at least annually	Ongoing	° Director of Care, Retirement ° Director of Care, LTC	Resident Satisfaction	
Culture	Person Served	-Determine the residents' preferred cultural identity.	As residents move in, nursing and recreation will determine cultural needs during assessment; identified needs for cultural resources will be implemented accordingly	Ongoing	° Director of Care, Retirement ° Director of Care, LTC ° Director of Recreation and Volunteer Services	Resident Satisfaction	
Culture	Person Served	-Celebrating diversity through special menu design and meal selection.	-Input for menus/recipes is sought from the Resident Council and or Residents' Food/Dining Committee. Menus allow for theme days, seasonal specials, resident choice days and residents' requests  -Menus are planned and prepared according to a systematic manner that ensures quality, variety, attractiveness and seasonal variations and is reflective of the cultural, ethnic, religious and social needs and customs of residents	Ongoing	° Director of Dietary Services	Resident Satisfaction	
Culture	All	-To create a general awareness and respect of other cultures and customs.	-'Documentary' Program, during which a documentary is selected that focuses on a specific culture or custom around the world	Ongoing	° Director of Recreation and Volunteer Services	Resident / Staff Satisfaction	

Areas to be addressed	Person Served? Personnel? Other Stakeholder?	Need	Solution	Due date	Person responsible	Status Indicator	Complete YES or NO
Culture	All	-To create a general awareness and respect of other cultures and customs.	- HR will ensure that staff events reflect the diversity and cultures represented within our staff population; we will continue to recognize meaningful spiritual events and offer suitable food alternatives during staff events	Ongoing	° Director of Human Resources	Staff Satisfaction	
Culture	All	-To promote fun and interactive learning about other generations, cultures and practices.	-Periodic 'theme days' i.e. Western Day, Mexican Day, Sixties Day, involving all departments and members of the community	Ongoing	° All Directors	Resident / Staff Satisfaction	
Culture	All	-To ensure that staff and resident events provide food options for persons who do not eat meat.	-All theme days and events will include 'meatless' options for staff / residents who enjoy a vegetarian diet	Ongoing	° Director of Dietary Services	Resident / Staff Satisfaction	
Age	All	-To address the different ages represented in the resident population (i.e. are some residents much younger than the average resident).	-Review resident census to identify if there are 'younger than average' residents and if so, create opportunities for enriched experiences that are more appropriate for their generation  -Potentially create a 'younger residents' group with a goal to offer more age appropriate programming  -Match up volunteers and residents whenever possible, according to age group and general interests	January 2018	° Director of Recreation and Volunteer Services	Resident / Staff Satisfaction	
Age	All	-Ensure staff & volunteer policies and programs consistently demonstrate compliance with all areas of the Ontario Human Rights Code.	-Review and update, at least annually, related policies to ensure ongoing compliance, committing to a culture of acceptance	Ongoing	° Director of Recreation and Volunteer Services  ° Director of Human Resources	Resident / Staff Satisfaction	
Age	All	-Request for information on Dementia and other related illnesses.	-Coordinate information sessions with the Alzheimer's Society	Ongoing	° Director of Recreation and Volunteer Services	Resident Satisfaction	

Areas to be addressed	Person Served? Personnel? Other Stakeholder?	Need	Solution	Due date	Person responsible	Status Indicator	Complete YES or NO
Age	Persons Served	-Secure opportunities for intergenerational programs for residents.	-School Integration Programs (all ages)	Ongoing	◦ Director of Recreation and Volunteer Services	Resident Satisfaction	
		to implement a social based program based on traditional men's social activity.	-Men's Group	Ongoing	◦ Director of Recreation and Volunteer Services	Resident Satisfaction	
Gender	Person Served	-Knowing more about specific cultural reasons why care might be better provided by a male or female, etc.	-Indicating within resources if a specific culture has restrictions to who can provide care for them	March 2015	◦ Director of Care, LTC ◦ Director of Resident Care, Retirement ◦ Director of Recreation and Volunteer Services	Resident / Staff Satisfaction	
Gender	All	-Ensure staff & volunteer policies and programs consistently demonstrate compliance with all areas of the Ontario Human Rights Code.	-Review and update, at least annually, related policies to ensure ongoing compliance, committing to a culture of acceptance	Ongoing	◦ Director of Human Resources	Resident / Staff Satisfaction	
Gender	Persons Served	-To implement a reminiscing program based on purposeful, traditional women's social activity.	-Ladies Knitting Group	Ongoing	◦ Director of Recreation and Volunteer Services	Resident Satisfaction	
Gender	Persons Served	-To implement a reminiscing program based on purposeful, traditional men's social activity.	-Men's Group	Ongoing	◦ Director of Recreation and Volunteer Services	Resident Satisfaction	

Areas to be addressed	Person Served? Personnel? Other Stakeholder?	Need	Solution	Due date	Person responsible	Status Indicator	Complete YES or NO
Gender	Persons Served	-To implement a reminiscing program based on purposeful, traditional women's social activity.	-Fishing Trip	Ongoing	o Director of Recreation and Volunteer Services	Resident Satisfaction	
Gender	Persons Served	-To implement a reminiscing program based on purposeful, traditional women's social activity.	-Woodworking Program	Ongoing	o Director of Recreation and Volunteer Services	Resident Satisfaction	
Gender	Persons Served	-Introduce programs and events based on 'couples' interaction.	-Vow Renewal	June 2016	o Director of Recreation and Volunteer Services	Resident Satisfaction	
Gender	Persons Served	-Introduce programs and events based on 'couples' interaction.	-Square Dancing Program	August / September 2017	o Director of Recreation and Volunteer Services	Resident Satisfaction	
Gender	Persons Served	-Encourage spouses and couples to share time together, reminiscent of their family tradition.	-Assist couples in sharing a meal together, regardless of where they resident within the continuum of care community	Ongoing	o Director of Care, LTC o Director of Care, Retirement o Director of Care, Dietary Services	Resident Satisfaction	
Sexual orientation	All	-Non gender specific language in assessments.	-Future goal for changing some of the assessment questions to reflect acceptance of non-traditional relationships	March 2015	o Director of Care, LTC o Director of Resident Care, Retirement	Resident Satisfaction	
Sexual orientation	All	-Ensure staff & volunteer policies and programs consistently demonstrate compliance with all areas of the Ontario Human Rights Code.	-Review and update, at least annually, related policies to ensure ongoing compliance, committing to a culture of acceptance	Ongoing	o Director of Human Resources o Director of Recreation and Volunteer Services	Resident / Staff Satisfaction	
Sexual orientation	All	-To raise awareness and acceptance within our resident population.	-LGBTQ+ Meetings	Ongoing	o Director of Recreation and Volunteer Services o	Resident Satisfaction	

Areas to be addressed	Person Served? Personnel? Other Stakeholder?	Need	Solution	Due date	Person responsible	Status Indicator	Complete YES or NO
Spiritual beliefs/Religion	All	-Resources to outline specific needs of specific religious and spiritual beliefs.	-Diversity Team to work towards developing resources for religion represented within our resident population  -As residents move in, Chaplain will determine religious affiliation during initial  -DOC to address or identify on admission assessment	March 2015	<ul style="list-style-type: none"> <li>◦ Director of Recreation and Volunteer Services</li> <li>◦ Director of Care</li> </ul>	Resident Satisfaction	
Spiritual beliefs/Religion	All	-Ensure staff & volunteer policies and programs consistently demonstrate compliance with all areas of the Ontario Human Rights Code.	-Review and update, at least annually, related policies to ensure ongoing compliance, committing to a culture of acceptance.	Ongoing	<ul style="list-style-type: none"> <li>◦ Director of Recreation and Volunteer Services</li> <li>◦ Director of Human Resources</li> </ul>	Resident / Staff Satisfaction	
Spiritual beliefs/Religion	Persons Served	-Ensure that appropriate spiritual services are available to our residents, celebrating their unique beliefs and religion.	-Ash Wednesday, Lent, Good Friday, Easter Sunday, Thanksgiving, Advent, Christmas, Roman Catholic Mass, Roman Catholic Communion, Devotionals, Bible Studies, Sunday Chapel Service, Hymn Sings, Mid-Week Chapel Service, one-to-one pastoral care visits, memorial services, palliative pastoral care	Ongoing	<ul style="list-style-type: none"> <li>◦ Director of Recreation and Volunteer Services</li> </ul>	Resident Satisfaction	
Socio economic status	All	-Identify staff & volunteer in need of assistance.	-Create a climate where volunteers and/or staff can self-identify if they are in need assistance		<ul style="list-style-type: none"> <li>◦ Director of Human Resources</li> <li>◦ Director of Recreation and Volunteer Services</li> </ul>	Resident / Staff Satisfaction	
Socio economic status	Persons Served	-Ensure that all residents can equally participate in recreational activities regardless of financial well-being.	-A portion of funds generated through fundraising efforts is used to ensure that all residents have the opportunity to participate in programs and events, regardless of financial well-	Ongoing	<ul style="list-style-type: none"> <li>◦ Director of Recreation and Volunteer Services</li> </ul>	Resident Satisfaction	

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Social economic status	Persons Served	-Provide access to essential daily items, at a reasonable cost and convenience.	-Maintain a stock of basic essential items in our onsite Tuck Shop at minimal cost	Ongoing	° Director of Recreation and Volunteer Services	Resident Satisfaction	
Social economic status	Staff	-Ensure that staff have the means to present themselves in a professional and appropriate manner that conveys a respectful workplace.	-Provide an annual uniform allowance to assist staff with the financial cost associated with the purchase of uniforms	Ongoing	° Director of Human Resources	Staff Satisfaction	
Social economic status	Staff	-Assist staff with surpassing the financial barriers associated with the purchase of computer equipment.	-Provide a staff computer purchase plan, offering financial assistance over a one year period, interest free	Ongoing	° Director of Human Resources	Staff Satisfaction	
		-Assist staff in accessing healthy and affordable meals.	-Coordination of a subsidized meal plan via our onsite café, with payment options provided through payroll over a one month period -10% discount for staff	Ongoing	° Director of Dietary Services and Director of Human Resources	Staff Satisfaction	
Social economic status	Persons Served	-Ensure that consideration are given to residents with diminished financial well-being.	-Offer reduced accommodation assistance to families where appropriate	Ongoing	° CEO	Resident Satisfaction	
Language	All	-Way to identify staff, residents & volunteers who speak another language.	-Develop policies on when interpreters can be accessed	March 2015	° Director of Care, LTC ° Director of Resident Care, Retirement	Resident / Staff Satisfaction	

Areas to be addressed	Person Served? Personnel? Other Stakeholder?	Need	Solution	Due date	Person responsible	Status Indicator	Complete YES or NO
Language	All	-Way to identify staff and volunteers who speak an alternate language.	-Update application form to query bi-lingual ability in staff & volunteers to build our inventory of skills, align those staff & volunteers with	Ongoing	° Director of Human Resources	Resident / Staff Satisfaction	
Language	Persons Served	-Decrease in social isolation based on inability to communicate in mother tongue.	-Identify and orientate volunteers who are multi-lingual and arrange one-on-one sessions with residents of like language	Ongoing	° Director of Recreation and Volunteer Services	Resident Satisfaction	
Language	All	-Improve communication with residents whose first language is not English.	-Post key communication signs/posters etc. in alternative language(s) to improve communication throughout the community.	August 2018	° Director of Recreation and Volunteer Services	Resident / Staff Satisfaction	