

Section Number: ADMINISTRATION	Policy Number: ADMIN-011
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Cultural Competency and Diversity Plan

Areas to be addressed	Person Served? Personnel? Other Stakeholder?	Need	Solution	Due date	Person responsible	Status Indicator
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
Culture	Person Served	-Determine the residents preferred cultural identify.	-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 identify.	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

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 programing. -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
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	o 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	o Director of Care, LTC o Director of Resident Care, Retirement o 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	o 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	o 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	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.	-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	◦ 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	◦ 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	◦ Director of Care, LTC ◦ Director of Care, Retirement ◦ 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	◦ Director of Care, LTC ◦ 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	◦ Director of Human Resources ◦ Director of Recreation and Volunteer Services	Resident / Staff Satisfaction
Sexual orientation	All	-To raise awareness and acceptance within our resident population.	-LGBTQ+ Meetings	Ongoing	◦ Director of Recreation and Volunteer Services	Resident Satisfaction
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	◦ Director of Recreation and Volunteer Services ◦ Director of Care	Resident Satisfaction
Spiritual beliefs/Religion	All	-Ensure staff & volunteer policies and programs consistently	-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	Resident / Staff Satisfaction

		demonstrate compliance with all areas of the Ontario Human Rights Code.			◦ Director of Human Resources	
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	◦ Director of Recreation and Volunteer Services	Resident Satisfaction
Socio economic status	Persons Served	-To identify those residents who are struggling financially in order to assist as able.	-Director of Care to identify those residents in financial need and implement process for getting necessary assistance	March 2015	◦ Director of Care, LTC ◦ Director of Resident Care, Retirement ◦ Director of Human Resources	Resident / Staff 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		◦ Director of Human Resources ◦ Director of Recreation and Volunteer Services	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-being	Ongoing	◦ Director of Recreation and Volunteer Services	Resident Satisfaction
Social economic status	Persons Served	-To provide families with affordable alternative transportation ensuring that residents are able to participate in family activities / appointments in the external community.	-Provide family members with access to a fully functional mobility van at a basic per day cost	Ongoing	◦ Director of Recreation and Volunteer Services	Resident Satisfaction

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	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
Lanugage	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
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