



Saint Luke's Place

Health Equity, Diversity, Inclusion, Anti- Racism, and Cultural Safety Plan

INFORMATION GUIDE

SAINTLUKESPLACECAMBRIDGE
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Enriching lives in our vibrant seniors community through excellent service and care



Visionary leader in seniors health and wellness



Dignity and Respect
Innovation and Quality
Community and Service
Trust and Integrity
Accountability and
Transparency

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Land Acknowledgment



We acknowledge that the lands on which our campuses are built are on the traditional territories of many nations.

These include the Haldimand Tract, and the traditional territory of the Neutral, Anishinaabe (uh-NISH-ih-NAH-bay) and Haudenosaunee (Hoe-dee-no-SHOW-nay) peoples. These lands are part of the Dish with One Spoon Covenant Wampum between the Haudenosaunee and Anishinaabe peoples.

We also acknowledge the enduring presence of all First Nations, Inuit, and Métis peoples, who continue to live here.

Saint Luke's Place respect that Indigenous people have rich cultural and traditional practices and are the traditional stewards of the lands and water upon which our campuses are built.

Saint Luke's Place acknowledge the historical and ongoing injustices that Indigenous Peoples continue to endure in what we now call Canada.

We commit ourselves to gain knowledge, forge new, culturally safe relationships, and contribute to reconciliation.



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Statement

Saint Luke's Place is committed to fostering an environment where all individuals are treated with dignity, respect, fairness, and courtesy. We recognize, value, and celebrate the diversity of our residents, families, employees, volunteers, visitors, students, contractors, and Board Members. This commitment supports a culture of inclusion, equity, belonging, and collaboration, ensuring that every person feels welcomed, valued, and supported.

By embracing diverse backgrounds, experiences, identities, perspectives, and abilities, Saint Luke's Place strengthens relationships, enhances the quality of care and service, and promotes a positive and respectful environment for everyone who lives, works, visits, volunteers, and participates in the life of the Home.

Saint Luke's Place believes that diversity enriches our organization and contributes to innovation, continuous improvement, and organizational excellence. Through inclusive practices and equitable opportunities, we strive to create an environment where all individuals are empowered to participate fully, contribute meaningfully, and achieve their potential.





At Saint Luke's Place

Our mission is our reason for existence

Our vision is what we want to achieve

Our values are our core principles that guide and direct Saint Luke's Place and its culture.

Saint Luke's Place is committed to fostering a culture of inclusion, belonging, and respect for all residents, families, employees, volunteers, visitors, students, contractors, and Board Members. We value and celebrate the diversity of those who live, work, volunteer, and visit our Home, recognizing and respecting differences in age, culture, ethnicity, race, ancestry, place of origin, citizenship, language, disability, gender, gender identity, gender expression, sexual orientation, family status, socioeconomic status, spiritual or religious beliefs, and Indigenous identity.

This commitment is demonstrated by:

- Responding to the evolving needs of residents, families, staff, volunteers, and visitors.
- Providing care, service, and support with dignity, respect, integrity, compassion, competence, and honesty.
- Embracing diversity and fostering an inclusive environment where all individuals feel welcomed, valued, and supported.
- Delivering resident-centred care while promoting a respectful, safe, and supportive workplace and community environment.
- Identifying and reducing barriers that may prevent individuals from fully participating in the life and services of the Home.

In alignment with our commitment to health equity, Saint Luke's Place strives to ensure that residents, staff, volunteers, and visitors have equitable access to opportunities, supports, services, and resources. We recognize that individuals have unique needs and circumstances, and we are committed to promoting fairness by providing appropriate supports that enable everyone to participate fully and achieve equitable outcomes.

WHEN YOU'RE HERE, YOU'RE HOME



RATIONALE

The Creating Welcoming Communities in Long-Term Care report highlighted the importance of designing, delivering, and managing services in ways that create a welcoming, respectful, and inclusive environment for everyone connected to the Home. Saint Luke's Place recognizes that cultural backgrounds, life experiences, beliefs, languages, and individual circumstances can influence how people access, understand, and experience care, services, communication, and opportunities for participation.

In keeping with our Mission, Vision, and Values, Saint Luke's Place is committed to:

- Responding to the evolving needs of residents, families, staff, volunteers, visitors, and other stakeholders.
- Providing care, service, and support with dignity, respect, integrity, competence, honesty, and compassion.
- Embracing diversity and fostering an inclusive environment where all individuals feel welcomed, valued, and supported.
- Delivering person-centred care and services while promoting a respectful, safe, and supportive environment for residents, staff, volunteers, and visitors.
- Removing barriers and promoting equitable access to services, programs, activities, employment opportunities, and participation in the life of the Home.

To meet the needs of our diverse community, Saint Luke's Place adopts a proactive and comprehensive approach to diversity, equity, inclusion, and cultural safety. This includes fostering a respectful environment free from discrimination and harassment, encouraging collaboration and open communication, providing ongoing education and awareness opportunities, and ensuring flexibility and responsiveness in the delivery of care, services, and workplace practices.

This Cultural Diversity and Inclusion Plan is intended to support and address the needs of residents, families, staff, volunteers, visitors, students, contractors, and Board Members. The plan recognizes and respects the diversity of individuals and communities and considers factors such as culture, ethnicity, race, ancestry, language, age, disability, gender identity, gender expression, sexual orientation, spiritual or religious beliefs, socioeconomic status, family status, and Indigenous identity.



DIVERSITY AND ACCESSIBILITY

For many years, Saint Luke's Place has been committed to fostering diversity, inclusion, and equitable access through a variety of programs, services, and organizational initiatives. Efforts such as Residents First, evidence-informed best practices, Behavioural Supports Ontario (BSO), and the Java Memory Care Program have enhanced the quality of life and experiences of residents while promoting a welcoming and respectful environment for staff, volunteers, visitors, and families. These initiatives are supported through:

- Communication tools and information resources that promote awareness and engagement among residents, staff, volunteers, visitors, and families.
- Policies, procedures, and practices that promote fairness, equity, inclusion, and respect for all individuals.
- Recruitment, engagement, and collaboration with volunteers from diverse cultural backgrounds to enrich the experiences of residents and strengthen connections within the Home community.

In 2010, Saint Luke's Place established the Accessibility Committee with the mandate to improve opportunities for persons with disabilities and to identify, remove, and prevent barriers to full participation, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Committee has focused on addressing barriers experienced by individuals who live, work, volunteer, visit, or access services at Saint Luke's Place.

In 2012, Saint Luke's Place implemented an Accessibility Customer Service Program, which is reviewed and revised regularly. The program provides education and training to staff and volunteers on serving individuals with diverse needs and includes policies that support the involvement of support persons, service animals, and other accessibility accommodations.

Through ongoing efforts to identify and eliminate barriers, Saint Luke's Place has recognized that cultural differences, language, beliefs, traditions, and lived experiences can create barriers to participation and access in much the same way as physical, architectural, environmental, financial, communication, attitudinal, and transportation barriers. Addressing cultural diversity as part of an inclusive accessibility framework is essential to creating a welcoming environment where residents, staff, volunteers, visitors, families, and all stakeholders feel respected, valued, and included.

As a result, Saint Luke's Place has expanded its Accessibility and Inclusion Planning to recognize cultural diversity as an important consideration in identifying, removing, and preventing barriers, and in promoting equitable access, participation, and belonging for all members of the Saint Luke's Place community.



ACCESSIBILITY

Accessibility Planning and Customer Service

Since its establishment in 2010, the Accessibility Committee has worked to identify, remove, and prevent barriers that may affect the ability of residents, staff, volunteers, visitors, families, and other stakeholders to fully participate in the life and services of Saint Luke's Place. The Committee fulfills its mandate through the development, implementation, and ongoing evaluation of annual accessibility plans designed to address identified barriers and promote equitable access and inclusion.

Barriers are identified through a variety of mechanisms, including facility and environmental audits, annual property reviews, workplace assessments, accessibility reviews, and feedback received from residents, families, staff, volunteers, visitors, Residents' Council, Family Council, and satisfaction surveys. Input from these groups helps ensure that accessibility and inclusion initiatives reflect the diverse needs and experiences of those who live, work, volunteer, and visit the Home.

The Accessibility Committee meets regularly to review progress, monitor outcomes, and recommend improvements related to accessibility, inclusion, and barrier removal. An annual report outlining the Committee's activities, accomplishments, and priorities is submitted to the Board of Directors.

Accessibility Customer Service Program

In accordance with the Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Saint Luke's Place has implemented and maintained an Accessibility Customer Service Program that supports equitable access and inclusive service delivery for residents, staff, volunteers, visitors, families, and members of the public.

Key initiatives include:

- Developing and maintaining Accessibility and Accessible Customer Service policies that promote dignity, independence, integration, and equal opportunity.
- Providing accessibility education and training to employees, volunteers, students, contractors, and others who interact with residents, visitors, families, and the public on behalf of Saint Luke's Place.
- Reviewing and updating policies, procedures, and practices to ensure alignment with accessibility legislation and best practices.
- Establishing accessible methods for residents, families, staff, volunteers, visitors, and members of the public to provide feedback regarding the accessibility of services and facilities.

Saint Luke's Place remains committed to meeting its legislative obligations and advancing accessibility throughout the organization. Annual compliance reports are submitted to the Ministry in accordance with applicable provincial requirements.



CULTURAL DIVERSITY

Cultural Diversity and Inclusion

Diversity is a defining strength of the Saint Luke's Place community. Our residents, staff, volunteers, visitors, families, students, contractors, and Board Members bring a wide range of backgrounds, experiences, cultures, languages, beliefs, identities, and perspectives that enrich the life of the Home and contribute to a welcoming and inclusive environment.

Over the years, Saint Luke's Place has made significant progress in embedding cultural awareness, inclusion, and equity into the delivery of care, services, programs, and workplace practices. Initiatives that support and celebrate cultural diversity include:

- The ongoing review and enhancement of policies, procedures, and practices to promote equity, inclusion, and respect for all individuals.
- The inclusion and discussion of Resident Rights during Resident Council meetings to support dignity, choice, and participation.
- The implementation of programs such as the Java Memory Care Program that foster meaningful engagement and connections.
- Education and training focused on person-centred care, cultural awareness, equity, diversity, inclusion, and belonging.
- The development and maintenance of a staff language resource directory to support communication with residents and families whose primary language is not English.
- Increased individualized support and engagement opportunities for residents who may be at risk of social isolation due to language, cultural, or personal circumstances.
- The recruitment and engagement of volunteers from diverse cultural backgrounds to enhance programs, activities, and connections with residents.
- Equity, Diversity, and Inclusion (EDI) education for staff and volunteers to strengthen awareness, cultural sensitivity, respect, and responsiveness to the diverse needs of residents, colleagues, visitors, and the broader community.

Promoting cultural diversity and inclusion is an ongoing process that requires continuous evaluation, learning, and adaptation. Saint Luke's Place recognizes that cultural differences can create barriers to participation, communication, care, services, employment, volunteering, and community engagement if not appropriately acknowledged and addressed.

To ensure a welcoming and inclusive environment for residents, staff, volunteers, visitors, and families, Saint Luke's Place has incorporated cultural awareness and inclusion into its Accessibility and Inclusion Planning processes. Since 2012, the Accessibility Committee has recognized cultural diversity as an important consideration in identifying, removing, and preventing barriers, and in supporting equitable access, participation, and a sense of belonging for all members of the Saint Luke's Place community.



WHEN YOU'RE HERE, YOU'RE HOME



SEXUAL ORIENTATION AND GENDER IDENTIFICATION

Background

Many 2SLGBTQIA+ older adults have lived through periods of significant discrimination, stigma, and social exclusion. As a result, many felt compelled to conceal their sexual orientation, gender identity, or gender expression to protect their safety, employment, relationships, and personal well-being. These experiences may continue to influence how individuals engage with healthcare, long-term care, community services, employment, volunteering, and social activities.

When seeking care, employment, volunteering opportunities, or community participation, some individuals may experience concerns about disclosure, acceptance, or potential discrimination. For this reason, it is essential that long-term care homes foster environments where all residents, staff, volunteers, visitors, families, and community members feel safe, respected, valued, and included, regardless of their sexual orientation, gender identity, or gender expression.

Saint Luke's Place is committed to promoting a culture of equity, diversity, inclusion, belonging, and respect. We recognize that every individual has the right to be treated with dignity and to participate fully in the life of the Home without fear of discrimination, harassment, or exclusion.

Resident Care and Community Inclusion

Saint Luke's Place is committed to a coordinated, interdisciplinary approach to care, services, programs, and workplace practices that recognizes and respects the unique needs, strengths, experiences, and identities of every individual. We strive to create an inclusive environment where residents, staff, volunteers, visitors, families, students, contractors, and Board Members are welcomed, respected, and supported.

Resident care and service plans are developed collaboratively with the resident and, where appropriate, their family or substitute decision-maker, in partnership with the interdisciplinary team. Through assessment, planning, implementation, and evaluation, care is individualized to reflect each resident's preferences, goals, values, and life experiences.

Our philosophy of care is grounded in dignity, respect, choice, inclusion, and person-centred care. In accordance with the Fixing Long-Term Care Act, 2021 and the Residents' Bill of Rights, Saint Luke's Place is committed to ensuring that every resident is treated with respect and has the right to maintain their identity, relationships, beliefs, and personal preferences.

Saint Luke's Place recognizes and respects the diversity of all individuals within our community, including their:

- Ethnicity and cultural background
- Language and communication preferences
- Religion, spirituality, and beliefs
- Sexual orientation
- Gender identity and gender expression
- Age
- Disability and accessibility needs
- Values and life experiences
- Lifestyle preferences
- Personal interests and relationships

This commitment extends beyond resident care and applies to the experiences of staff, volunteers, visitors, families, and all others who participate in the life of the Home. Saint Luke's Place strives to foster an environment where diversity is valued, differences are respected, and everyone is treated with dignity, fairness, and inclusion.

To support this commitment, ongoing Equity, Diversity, Inclusion, and Belonging (EDIB) education is provided to staff and volunteers to strengthen awareness, cultural humility, sensitivity, and responsiveness to the diverse backgrounds, identities, and experiences of the individuals we serve and those who contribute to the Saint Luke's Place community.

SEXUAL ORIENTATION AND GENDER IDENTIFICATION

Transgender and Gender-Diverse Individuals

Saint Luke's Place is committed to fostering a safe, respectful, inclusive, and welcoming environment for all individuals, including residents, staff, volunteers, visitors, families, and community members who identify as transgender, transsexual, non-binary, gender-diverse, or gender non-conforming.

We recognize that transgender and gender-diverse individuals may have experienced discrimination, exclusion, or barriers in healthcare, employment, volunteer settings, and community environments. As a result, some individuals may feel vulnerable when accessing care, receiving services, visiting the Home, volunteering, or participating in workplace and social activities. Saint Luke's Place is committed to ensuring that all individuals are treated with dignity, respect, privacy, and compassion.

For residents, this commitment includes providing person-centred care that respects each individual's gender identity, gender expression, preferences, and lived experiences. Staff involved in personal care and clinical assessments must take reasonable steps to ensure privacy, dignity, and emotional safety, recognizing that certain care activities may be particularly sensitive for some individuals.

Respectful communication is fundamental to creating an inclusive environment. Residents, staff, volunteers, and visitors should be addressed by their chosen name and pronouns whenever possible. If unsure, individuals are encouraged to respectfully ask how a person wishes to be addressed. Supporting an individual's self-identified gender through communication, appearance, personal preferences, and daily interactions affirms their identity and contributes to a positive sense of belonging and well-being.

Saint Luke's Place acknowledges that transgender and gender-diverse individuals may have a variety of physical characteristics, healthcare needs, and life experiences. Not all individuals choose or have access to gender-affirming medical treatments or surgeries, and a person's physical appearance or anatomy may not align with assumptions based on their gender identity or expression. Staff, volunteers, and others acting on behalf of the Home must maintain professionalism and respect at all times, avoiding intrusive questions, assumptions, or unnecessary inquiries about an individual's body, medical history, or personal circumstances. When information related to anatomy, gender identity, or medical history is required to provide safe and appropriate care or support, discussions should be conducted sensitively, respectfully, confidentially, and only to the extent necessary.

Saint Luke's Place is committed to ongoing education and awareness to support an inclusive culture where residents, staff, volunteers, and visitors feel welcomed, respected, and valued. Through Equity, Diversity, Inclusion, and Belonging (EDIB) initiatives, staff and volunteers are provided with the knowledge and skills necessary to foster understanding, reduce barriers, and promote equitable treatment for all individuals.

By embracing these principles, Saint Luke's Place strengthens its commitment to dignity, respect, inclusion, and belonging for everyone who lives, works, volunteers, or visits the Home.



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Cultural Barriers and/or Issues

Possible Strategies to Overcome

Here are some potential cultural barriers and issues that may arise in a care setting, along with strategies to overcome them:

Language Barriers

Issue:

Residents, staff, volunteers, and visitors may have limited proficiency in the primary language used within the Home, which can create communication challenges and affect access to care, services, information, programs, or workplace expectations.



Strategy:

- Utilize multilingual staff and access interpretation or translation services whenever possible.
- Provide important information and educational materials in multiple languages where feasible.
- Use visual aids, translated resources, and plain language communication to support understanding.
- Encourage staff and volunteers with additional language skills to assist with communication while ensuring appropriate support and workload balance.
- Collaborate with community resources, such as Kitchener-Waterloo Multicultural Centre, for translation and cultural support services.
- Allow additional time and support to ensure residents, families, staff, volunteers, and visitors understand important information and can participate fully in decision-making and activities.
- Recruit volunteers and community partners who can help bridge language and cultural gaps.
- Provide education to staff and volunteers on effective cross-cultural communication and language sensitivity.

These measures help promote equitable access, meaningful participation, and a welcoming environment for all who live, work, volunteer, and visit Saint Luke's Place.

Cultural Misunderstandings

Issue:

Differences in cultural beliefs, values, traditions, or communication styles may lead to misunderstandings or discomfort among residents, staff, volunteers, visitors, and families.



Strategy:

- Provide ongoing cultural competency and Equity, Diversity, and Inclusion (EDI) education for staff and volunteers.
- Consult regularly with residents, families, staff, volunteers, and visitors to ensure programs, services, and workplace practices are respectful of cultural preferences and needs.
- Identify cultural supports or community resources to assist with communication and resolving cultural concerns when needed.
- Celebrate cultural diversity through events, activities, education, and recognition initiatives that promote understanding and appreciation of different cultures.
- Encourage all residents, staff, volunteers, and visitors to demonstrate respect for diversity, and address discriminatory or disrespectful behaviour promptly and appropriately.
- Foster an inclusive environment where all individuals feel welcomed, valued, respected, and supported.

These strategies help create a culture of inclusion, dignity, and mutual respect for everyone who lives, works, volunteers, and visits Saint Luke's Place.

Cultural Barriers and/or Issues

Possible Strategies to Overcome

Religious and Spiritual Diversity

Issue:

Residents, staff, volunteers, and visitors may have diverse religious, spiritual, or cultural beliefs that influence their preferences, practices, routines, interactions, and participation in the life of the Home. These beliefs may affect areas such as worship, prayer, dietary requirements, observance of holy days, personal customs, clothing, rituals, end-of-life preferences, and workplace or volunteer responsibilities.

Strategy:

- Recognize and respect the religious and spiritual beliefs of residents, staff, volunteers, and visitors, and incorporate these needs into resident care plans, service delivery, workplace practices, and volunteer activities whenever reasonably possible.
- Provide opportunities for residents, staff, volunteers, and visitors to access spiritual care, religious services, pastoral support, and appropriate spaces for prayer, reflection, meditation, or worship.
- Ensure that meal services and dietary options consider religious, spiritual, and cultural requirements wherever feasible, and educate staff and volunteers on the importance of respecting these needs.
- Provide ongoing education and awareness programs for staff and volunteers on religious and spiritual diversity, cultural humility, and inclusive practices.
- Encourage open, respectful communication among residents, families, staff, volunteers, visitors, and spiritual care providers to help identify and support individual religious and spiritual preferences.
- Collaborate with spiritual care providers, faith leaders, cultural organizations, and community partners, as appropriate, to support the diverse needs of residents and others connected to the Home.
- Promote an environment that is free from discrimination, harassment, or exclusion based on religion, creed, spirituality, or belief system, ensuring that all individuals feel safe, respected, welcomed, and valued.
- Consider religious and spiritual diversity when planning programs, events, celebrations, education initiatives, and workplace activities to foster inclusion and a sense of belonging for residents, staff, volunteers, and visitors.

Through these efforts, Saint Luke's Place promotes a culture of respect, inclusion, and equity that recognizes and values the diverse religious and spiritual traditions of all individuals who live, work, volunteer, and visit the Home.

Respecting Dietary Preferences and Restrictions

Issue:

Residents, staff, volunteers, and visitors may have cultural, religious, medical, or personal dietary preferences and restrictions that need to be considered to ensure inclusion, well-being, and respectful service delivery.

Strategy:

- Provide meal and refreshment options that accommodate a variety of cultural, religious, and dietary requirements whenever feasible.
- Consult with residents, families, staff, and volunteers to understand and support dietary preferences and restrictions.
- Educate staff and volunteers on cultural awareness and dietary sensitivity to promote respectful food service practices.

Cultural Barriers and/or Issues

Possible Strategies to Overcome

- Consider diverse dietary needs when planning menus, events, celebrations, meetings, and volunteer activities.
- Encourage open communication regarding dietary concerns and address requests respectfully and promptly.
- Ensure dietary needs are incorporated into resident care planning and considered in workplace and volunteer accommodations where appropriate.

These measures support an inclusive environment where residents, staff, volunteers, and visitors feel respected, valued, and supported.

Resistance to Seeking Help

Issue:

Some individuals may view seeking assistance as a sign of weakness, loss of independence, or stigma due to cultural beliefs, past experiences, or personal values. This may affect residents, staff, volunteers, and visitors when accessing care, services, resources, or support.

Strategy:

- Foster trusting relationships built on dignity, respect, cultural sensitivity, and person-centred support.
- Provide education and information that encourages individuals to seek assistance when needed and highlights the benefits of available supports and services.
- Partner with community organizations, cultural supports, and peer advocates to promote awareness and reduce stigma associated with seeking help.
- Provide staff and volunteers with education on cultural perspectives related to help-seeking behaviours.
- Create safe, respectful, and confidential opportunities for residents, staff, volunteers, and visitors to discuss concerns and access support.
- Promote a culture that recognizes seeking assistance as a positive step toward well-being, inclusion, and quality of life.

These strategies help ensure that residents, staff, volunteers, and visitors feel comfortable accessing the care, services, and supports they need.

Elder Care Norms Across Cultures

Issue:

Cultural beliefs and expectations related to aging, caregiving, family involvement, and support services can vary significantly. These differences may influence how residents, families, staff, volunteers, and visitors perceive and engage with care, services, and decision-making.

Strategy:

- Engage residents, families, staff, and volunteers in open, respectful discussions about caregiving preferences, family involvement, and cultural expectations.
- Provide information about care and support services in a manner that respects cultural values and recognizes the important role of families and support networks.
- Offer education to staff and volunteers on diverse cultural perspectives related to aging, caregiving, and family dynamics.
- Promote culturally sensitive communication and avoid assumptions about individual preferences, beliefs, or expectations.
- Seek input from cultural supports, community organizations, or family representatives when appropriate to assist with care planning and decision-making.
- Encourage ongoing learning and reflection to enhance understanding of how cultural values may impact the experiences of residents, staff, volunteers, and visitors.

These strategies help foster an inclusive environment that respects diverse perspectives on aging, caregiving, and support while promoting dignity, understanding, and person-centred care.

Cultural Barriers and/or Issues

Possible Strategies to Overcome

End-of-Life Care and Death Rituals

Issue:

Cultural, spiritual, and religious beliefs related to death, dying, mourning, and bereavement may vary among residents, families, staff, volunteers, and visitors. These beliefs can influence care decisions, expectations, rituals, and interactions during end-of-life situations.

Strategy:

- Incorporate cultural, spiritual, and religious preferences into resident palliative and end-of-life care planning.
- Respect and support meaningful rituals, ceremonies, and practices for residents and their families whenever possible.
- Provide appropriate space, privacy, and flexibility for prayer, reflection, mourning, and other culturally significant practices.
- Educate staff and volunteers on culturally sensitive end-of-life care and bereavement practices.
- Encourage open communication with residents, families, staff, volunteers, and spiritual care providers to ensure cultural and spiritual needs are understood and respected.
- Collaborate with spiritual care providers, faith leaders, and community resources as appropriate to support residents and families during end-of-life care and bereavement.

These strategies help ensure that end-of-life care is delivered with dignity, compassion, respect, and cultural sensitivity for all those who live, work, volunteer, and visit Saint Luke's Place.

Social Isolation Due to Cultural Background

Issue:

Residents, staff, volunteers, and visitors may experience social isolation due to cultural differences, language barriers, unfamiliar environments, or a lack of culturally relevant opportunities for engagement. This can affect an individual's sense of belonging, participation, and overall well-being.

Strategy:

- Foster an inclusive environment where all residents, staff, volunteers, and visitors feel welcomed, respected, valued, and connected.
- Offer programs, activities, events, and educational opportunities that reflect and celebrate cultural diversity.
- Provide education to staff and volunteers on recognizing and responding to signs of isolation, exclusion, or disengagement.
- Encourage participation in social, recreational, volunteer, and cultural activities that promote meaningful connections and relationship-building.
- Recruit and support staff and volunteers from diverse backgrounds to help create culturally relevant programs and enhance inclusion.
- Create opportunities for intercultural learning, dialogue, and community engagement that encourage understanding and appreciation of diverse perspectives.
- Ensure residents, staff, volunteers, and visitors have access to appropriate supports and resources that promote inclusion, participation, and a sense of belonging.

These strategies help create a welcoming and inclusive community where everyone who lives, works, volunteers, or visits Saint Luke's Place feels connected, supported, and respected.

Cultural Barriers and/or Issues

Possible Strategies to Overcome

Health and Medical Care Preferences

Issue:

Residents, staff, volunteers, and visitors may have cultural, spiritual, or personal beliefs that influence their views on health, wellness, medical treatment, and the use of healthcare services. These beliefs may affect decision-making, treatment preferences, or willingness to access available supports and services.



Strategy:

- Foster open, respectful communication regarding health, wellness, and treatment preferences while acknowledging cultural and personal beliefs.
- Educate staff and volunteers on cultural perspectives related to health, healing, and healthcare decision-making to support respectful and person-centred interactions.
- Consider cultural, spiritual, and personal preferences when developing resident care plans and providing services, where appropriate and consistent with professional standards and organizational policies.
- Collaborate with residents, families, healthcare providers, spiritual care providers, cultural supports, and community resources to promote understanding and informed decision-making.
- Provide educational resources and learning opportunities that increase awareness of diverse health beliefs and practices.
- Create an environment where residents, staff, volunteers, and visitors feel comfortable expressing their preferences, asking questions, and accessing care and support without fear of judgment or discrimination.
- Encourage culturally sensitive discussions that build trust, respect individual choices, and support shared decision-making.

These strategies help ensure that care, services, and supports are delivered in a manner that respects the diverse beliefs, values, and experiences of all who live, work, volunteer, and visit Saint Luke's Place.

Gender Identity, Gender Expression, and Sexual Orientation

Issue:

Residents, staff, volunteers, and visitors who identify as 2SLGBTQIA+ may experience discrimination, exclusion, stereotypes, or a lack of understanding related to their gender identity, gender expression, or sexual orientation. Such experiences can negatively affect participation, well-being, and a sense of belonging within the Home.



Strategy:

- Provide ongoing education and training for staff and volunteers on gender identity, gender expression, sexual orientation, inclusive language, and respectful communication practices.
- Foster a safe, welcoming, and inclusive environment where residents, staff, volunteers, and visitors feel respected, valued, and supported in expressing their identities.
- Promote respectful interactions by encouraging the use of an individual's chosen name and pronouns and addressing discriminatory or exclusionary behaviour promptly and appropriately.
- Incorporate Equity, Diversity, Inclusion, and Belonging (EDIB) principles into policies, programs, resident care planning, volunteer practices, and workplace procedures.
- Ensure that resident care, workplace accommodations, and support services respect and reflect the unique identities, preferences, and lived experiences of individuals.
- Encourage open dialogue, education, and awareness to increase understanding and reduce stigma related to gender identity, gender expression, and sexual orientation.
- Identify supportive resources, champions, or community organizations that can provide guidance and assistance when needed.

These strategies help create an environment where all residents, staff, volunteers, and visitors are treated with dignity, respect, fairness, and inclusion.

Cultural Barriers and/or Issues

Possible Strategies to Overcome

Anti-Racism and Racial Equity

Issue:

Residents, staff, volunteers, and visitors may experience racism, racial discrimination, bias, stereotyping, or exclusion based on race, ethnicity, ancestry, colour, place of origin, or cultural background. These experiences can negatively affect well-being, participation, relationships, access to services, and a sense of belonging within the Home.



Strategy:

- Foster a culture where residents, staff, volunteers, and visitors are treated with dignity, respect, fairness, and inclusion, and where racism and discrimination are not tolerated.
- Provide ongoing education and awareness programs on anti-racism, cultural humility, unconscious bias, and inclusive practices for staff and volunteers.
- Encourage residents, staff, volunteers, and visitors to report experiences of racism, discrimination, or exclusion, and ensure concerns are addressed promptly and respectfully.
- Review policies, practices, programs, and services regularly to identify and reduce barriers and promote equitable access and opportunities for all.
- Celebrate and recognize the diverse cultures, backgrounds, and lived experiences represented within the Saint Luke's Place community.
- Encourage open dialogue and engagement among residents, staff, volunteers, visitors, families, and community partners to promote understanding and mutual respect.
- Ensure equitable access to care, services, programs, employment opportunities, volunteer roles, and participation in the life of the Home.

These strategies support Saint Luke's Place's commitment to creating an inclusive, welcoming, and equitable environment where all residents, staff, volunteers, and visitors feel safe, valued, respected, and supported.



RESIDENT'S BILL OF RIGHTS

As Long Term Care homes are essentially homes for the residents who live there, these facilities are expected to operate in a way that values and encourages efforts to meet the physical, emotional, social, cultural and spiritual needs of each resident. It is also assumed that each resident will be given opportunity to contribute to the physical, emotional, social, cultural and spiritual needs of others- to the extent of his or her ability to do so.

The following rights of residents are to be fully respected and promoted:

RIGHT TO BE TREATED WITH RESPECT

1. **Every resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. **Every resident has the right** to have their lifestyle and choices respected.
3. **Every resident has the right** to have their participation in decision making respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

4. **Every resident has the right** to freedom from abuse.
5. **Every resident has the right** to freedom from neglect by the licensee and staff.

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. **Every resident has the right** to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. **Every resident has the right** to share a room with another resident according to their mutual wishes if appropriate accommodation is available.
9. **Every resident has the right** to meet privately with their spouse or another person in a room that assures privacy.
10. **Every resident has the right** to pursue social, cultural, religious, spiritual, and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. **Every resident has the right** to live in a safe and clean environment.
12. **Every resident has the right** to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. **Every resident has the right** to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. **Every resident has the right** to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. **Every resident has the right** to exercise the rights of a citizen.

RESIDENT'S BILL OF RIGHTS

RIGHT TO QUALITY CARE AND SELF- DETERMINATION

16. **Every resident has the right** to proper accommodation, nutrition, care, and services consistent with their needs.
17. **Every resident has the right** to be told both who is responsible for and who is providing the resident's direct care.
18. **Every resident has the right** to be afforded privacy in treatment and in caring for their personal needs.
19. **Every resident has the right to,**
 - i. participate fully in the development, implementation, review, and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care, or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge, or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
 - iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
20. **Every resident has a right to** ongoing and safe support from their caregivers to support their physical, mental, social, and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. **Every resident has the right** to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. **Every resident has the right** to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
23. **Every resident has the right** to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
24. **Every resident has the right** not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out "restrained" and substituting "restrained or confined". (See: 2021, c. 39, Sched. 1, s. 203 (3))
25. **Every resident has the right** to be provided with care and services based on a palliative care philosophy.
26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RESIDENT'S BILL OF RIGHTS

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. **Every resident has the right** to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

28. **Every resident has the right** to participate in the Residents' Council.

29. **Every resident has the right** to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else:

- i. the Residents' Council.
- ii. the Family Council.
- iii. the licensee, and, if the licensee is a corporation, the directors, and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

- iv. staff members.
- v. government officials.
- vi. any other person inside or outside the long-term care home.



References

References:

Issues and Strategies adapted from “Cultural Diversity – a Handbook for Long term Care Staff” by the Region of Peel.

LGBT Tool Kit – For Creating Lesbian, Gay, Bisexual and Transgendered Culturally Competent Care at Toronto Long-Term Care Homes and Services (Dec 2008), found at:

https://www1.toronto.ca/city_of_toronto/longterm_care_homes_services/files/pdf/lgbt_toolkit_2008.pdf

Recipes and Food Resources, Religious and Spiritual Practices and Countries Cultures information is from Ontario’s “Diversity in Action Toolkit for Residential Settings for Seniors”.

Java Group Programs

<https://javagp.com/>

Embracing Diversity: A Toolkit for supporting inclusion in Long Term Care Homes Ontario CLRI

Creating a diversity, equity, and inclusion strategy- Canadian Centre for Diversity and Inclusion

**Saint Luke’s Place is a proud Employee Partner of the
Canadian Centre for Diversity and Inclusion**



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