



CULTURAL DIVERSITY PLAN

2020 - 2025

Mission

Collectively, our foundation, purpose and vision capture our mission of care for the people we serve.

Foundation

A Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception.

Purpose

Quality, person-directed long-term care and support for people in our community.

Vision

A welcoming and inclusive home where each person feels cared for, supported and engaged.

Values

Respect, Compassion Spirituality, Integrity, Excellence and Collaboration

CULTURAL DIVERSITY MANDATE

To develop an organizational culture that plans and delivers inclusive and equitable programs and services to all stakeholders of St. Patrick's Home Ottawa.

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Cultural Diversity Statement

St. Patrick's Home of Ottawa values differences and recognizes similarities among residents, families, staff, volunteers, and vendors. It is the responsibility of all staff and volunteers to generate and maintain work environments in which residents, families, staff, volunteers, and vendors are respected, valued and welcomed.

All St. Pat's staff and volunteers will foster environments that value cultural diversity and support the elimination of discrimination in the workplace. In line with St. Pat's Values, all residents, families, staff, volunteers, and vendors are expected to treat each other with dignity and respect.

As an organization rich in diversity; St. Pat's Philosophy of Care is person-directed, encompassing residents, families, volunteers and staff.

Recruitment practices for staff and volunteers are based on individual qualifications for the position; regardless of their gender, age, race, ethnicity, culture, disability or sexual orientation.

Cultural Diversity Plan

St. Pat's Cultural Diversity Plan has three key themes:

- Excellence in quality care for all residents regardless of gender, age, race, ethnicity, culture, disability, sexual orientation, education,;
- Retain and increase qualified and engaged staff and volunteers with the ability to provide exceptional customer service to all residents within an inter-disciplinary team environment
- Identify tools to evaluate the organization's diversion/inclusion initiative activities and provide education and/or training program initiatives as required.

As an organization that supports diversity, and a person-directed philosophy, care is driven by every resident's right to:

- Dignity;
- Respect;
- Individual choice;

- Self-determination and
- A sense of purpose.

St. Patrick's Home endeavours to provide its care and services in a way that respects the independence and dignity of all persons and encourages inclusion, integration and quality of opportunity. St. Patrick's Home is committed to the equal and fair treatment of all residents, families, staff, volunteers and stakeholders. In this regard, the Home will accomplish this care and services via a new Equity, Diversity & Inclusion Committee. The Committee will obtain support and guidance through the Health Impact Equity Assessment Workbook completed by the Ontario Ministry of Health and Long-Term Care (MOHLTC) in partnership with the public health sector and health service providers, including Public Health Ontario (PHO), the Public Health Units (PHUs), the MOHLTC's Public Health Division, and many other contributors. This Committee is Chaired by three Managers within the home and is comprised of staff from different departments and also has resident and family representation.

Cultural Diversity from a Resident Perspective

Residents, their families and their friends are encouraged and invited to share their beliefs, needs and individual choices through:

- Initial interviews, meetings and discussions with the Inter-Disciplinary team members including:
 - CEO,
 - Nursing team,
 - Social Worker,
 - Spiritual and Religious Care,
 - Recreation,
 - Dietician,
 - Finance
- Completion of Life Enrichment Tool with Spiritual & Religious Care and Recreation Team Members at time of admission.
- The development and on-going person-directed planning including I-Care Plans.

- Open Door Philosophy of the Leadership Team members where residents and families can share concerns or suggestions with respect to services.

From a customer service perspective, clients are acknowledged, respected and provided opportunities for positive cultural exchanges within all of the program disciplines of the Home. These are acknowledged through diversity awareness with respect to residents’;

Identification of Resident’s Wants & Needs	Process for Resident to Share/Communicate Their Wants & Needs	Team Members Involvement	Action
Spiritual Beliefs	Admission Process	Social Worker, Admission Clerk	Information shared with inter-disciplinary team member with the capacity to provide the service to the resident.
	Care Plan/Care Conference Reviews	Social Worker, Dietician, Nursing, Recreation, Spiritual Care Teams	
	Daily Discussion with Care Team	PSWs, Registered Staff, Recreation Staff	Communication completed to appropriate team members (Spiritual & Religious Care, Recreation & Nursing Teams) and documented in the Resident’s Care Plan

			I-Care Plan Completed – based on Person Directed Philosophy.
Dietary Considerations	Admission Process	Dietician	Information shared with the Support Services and Nursing teams. Information documented in the Resident's Care Plan.
	Care Plan/Care Conference Reviews		
	Daily Discussion with Care Team		
Preference for Holiday Celebrations	Admission Process	Social Worker, Admission Clerk	Information shared with inter-disciplinary team member with the capacity to provide the service to the resident. Communication completed to appropriate team members (Spiritual & Religious Care, Support Services & Recreation Teams) and documented in the Resident's Care Plan I-Care Plan Completed – based on Person Directed Philosophy.
	Care Plan/Care Conference Reviews	Social Worker, Dietician, Nursing, Recreation, Spiritual Care Teams	
	Daily Discussion with Care Team	PSWs, Registered Staff, Recreation Staff	

Room Decorating Choices	Admission Process	Social Worker, Admission Clerk	<p>Information shared with inter-disciplinary team member with the capacity to provide the service to the resident.</p> <p>Communication completed to appropriate team members (Maintenance & Support Services Teams) and documented in the Resident's Care Plan.</p> <p>I-Care Plan Completed – based on Person Directed Philosophy.</p> <p>The home has an Ambiance Committee which supports resident and family input/choices.</p>
	Care Plan/Care Conference Reviews	Social Worker, Dietician, Nursing, Recreation, Spiritual Care Teams	
	Daily Discussion with Care Team	PSWs, Registered Staff, Recreation Staff	
Services in Language Choice	Admission Process	Social Worker, Admission Clerk	<p>Information shared with inter-disciplinary team member with the capacity to provide the service to the resident.</p>
	Care Plan/Care Conference Reviews	Social Worker, Dietician, Nursing, Recreation, Spiritual Care Teams	

	Daily Discussion with Care Team	PSWs, Registered Staff	<p>Communication completed to appropriate team members (Nursing, Recreation & Support Services & Spiritual & Religious Care Teams) and documented in the Resident's Care Plan.</p> <p>HR maintains a database of the languages staff speak. This is updated annually through Mandatory Education Sessions.</p>
Resident's Gender Choice for Personal Care	Admission Process	Social Worker, Admission Clerk	Information shared with inter-disciplinary team member with the capacity to provide the service to the resident.
	Care Plan/Care Conference Reviews	Social Worker, Dietician, Nursing, Recreation, Spiritual Care Teams	
	Daily Discussion with Care Team	PSWs, Registered Staff	Communication completed to appropriate team members (Nursing, Team) and

			documented in the Resident's Care Plan I-Care Plan Completed – based on Person Directed Philosophy.
End of Life Considerations	Admission Process	Social Worker, Admission Clerk	Information shared with inter-disciplinary team member with the capacity to provide the service to the resident. Communication completed to appropriate team members (Nursing & Spiritual & Religious Care Team) and documented in the Resident's Care Plan I-Care Plan Completed – based on Person Directed Philosophy.
	Care Plan/Care Conference Reviews	Social Worker, Dietician, Nursing, Recreation, Spiritual Care Teams	
	Daily Discussion with Care Team	PSWs, Registered Staff, Recreation Staff	

Cultural Diversity from an Employee & Volunteers Perspective

Inclusive Recruitment Practices

Accommodation possibilities in accordance with the Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005 (AODA) including the Integrated Accessibility Standards Regulation (IASR)

Celebrating different cultures through Cultural Diversity Days

Private room made available to employees who wish to pray.

Flexibility in scheduling staff with respect for employee’s spiritual & religious needs where possible in keeping with Collective Agreement obligations.

Annual Reporting

Under the Service Accountability Agreement Local Obligations Reporting, the home must complete an annual report and action an annual workplan. The year-end report and workplan support and guide the Equity, Diversity & Inclusion Committee’s activities. The reporting and workplan structured submissions include:

YEAR-END REPORT	WORKPLAN
Report on deliverables and activities/outcomes establishing or advancing a First Nations, Inuit, Métis, and Urban Indigenous workplan by March 31, 2024. Focus is on: <ul style="list-style-type: none">• Building Relationships;• Sustainable Engagement Processes;• Access to Culturally Safe Care. Include areas of best practice, barriers or challenges encountered and include strategies used.	Describe commitments and activities for establishing or advancing a First Nations, Inuit, Métis, and Urban Indigenous workplan by March 31, 2024. Focus is on: <ul style="list-style-type: none">• Building Relationships;• Sustainable Engagement Processes;• Access to Culturally Safe Care. This should include existing and ongoing improvement, new activities and implementation of best practices. Include any ongoing challenges and what, if anything is needed to address the challenges.

Implementation Plan

Objectives

Identify tools to evaluate the organization's diversion/inclusion initiative activities and provide education and/or training program initiatives as required.	
ACTION	DEADLINE
Identify tools to evaluate the organization's current diversion/inclusion initiative activities.	On-going
Maintain and build on existing cultural diversity education and/or training programs.	Maintain current education sessions including: <ul style="list-style-type: none">➤ Recruitment Process Person Directed Care Training➤ New Hire Orientation including:<ul style="list-style-type: none">• AODA• Resident Choice• Person Directed Care Training➤ Care Plan Training & Review➤ Indigenous Cultural Safety Training➤ Build on existing cultural diversity education➤ Diversity Moment -EDI training for Leadership Team @ Leadership & Quality Team meeting.➤ Land Acknowledgement at all Committee Team meetings and Education sessions.➤ HEIA Training (3 Managers on EDI Committee. To be extended to Committee members 2023-2024.
Evaluate impact of ongoing and new diversity training.	Annually
Strive for excellence in quality care for all residents regardless of gender, age, race, ethnicity, culture, disability, sexual orientation, education.	

ACTION	DEADLINE
Roman Catholic mass 6 days per week can be accessed through Resident's TV in their room, on the RHA or in person in the Gathering Place.	On-going
Ecumenical (Anglican) service once per month	On-going
Chapel available 24 hours per day for all faith traditions for prayer, meditation and reflection.	On-going
Access to faith group leaders from Residents' religious traditions.	On-going
Chef du Jour program	On-going/Daily
Room decorating i.e. installation of bidet, lengthening of privacy curtains	On-going
Cultural Event Days – Staff, Volunteer, Resident participation	Annually – on-going
Arm Chair Travel	Recreation Program - On-going
All About Me Program	Recreation Program - On-going
Music & Memories Program	Recreation Program - On-going
French Sing A Long Group	Recreation Program - On-going

Retain and increase qualified and engaged staff and volunteers with the ability to provide exceptional customer service to all residents within an inter-disciplinary team environment.

ACTION	DEADLINE
Survey staff for languages	Annual
Develop a list of staff and the languages they speak	Maintained in HR
Track volunteers and the languages they speak	On-going
Inclusive Recruitment Practices	On-going
Adherence to Human Rights Code, AODA and the IASR	On-going
Cultural Event Days	Annually – On-going

Glossary of Terms

- Culture:** Culture is used most commonly to mean a set of shared attitudes, values, goals, and practices that characterizes an institution, organization, or group.
- Diversity:** Diversity refers to a broad range of attributes including but not limited to Culture, age, gender, sexual orientation, spiritual beliefs, socio-economic status.
- Inclusion:** Inclusion is about creating an environment where people have both the feeling and reality of belonging and are able to participate to their full potential.

Attachments

Language Surveys
New Resident Admission Assessment