



YEE HONG

Innovating care is our tradition

An Introduction to
Culturally Appropriate Care &
Equity, Diversity & Inclusion

November 15, 2023



Note to Reader

Disclaimer

Yee Hong Centre for Geriatric Care is not responsible for any errors or omissions, or for the results obtained from the use of this information. All information in this resource is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information".

Usage

You may share these resources electronically and in paper copies for your own personal non-commercial use, provided that you keep intact all copyright and other proprietary notices and do not modify any content. You may not, without our express permission, use the content in any other way for any other purpose, including but not limited to: modifying, uploading, posting, adapting, editing, republishing, displaying, plagiarizing, performing, selling, licensing, creating derivative works of, or transmitting it. If you have any questions about permissible use, please contact the Yee Hong Centre for Geriatric Care.

Strategic Plan 2022-24

Yee Hong Centre for Geriatric Care



Vision

Seniors living their lives to the fullest, with independence, health and dignity

Mission

Yee Hong offers a full continuum of culturally-appropriate services for seniors living in any setting to optimize their physical, emotional, social and spiritual well-being. We build system capacity for high quality, inclusive, and integrated services and care.

Goal 1

Elevate seniors' experience to the next level by addressing the growing and diverse needs for **innovative**, high quality services and care

Goal 3

Be a valuable **leader** and partner in seniors care **transformation** as part of an integrated system

Our Values

We care

compassion, respect, diversity, choice

We collaborate

shared vision, leveraging combined strengths, partnering for impact

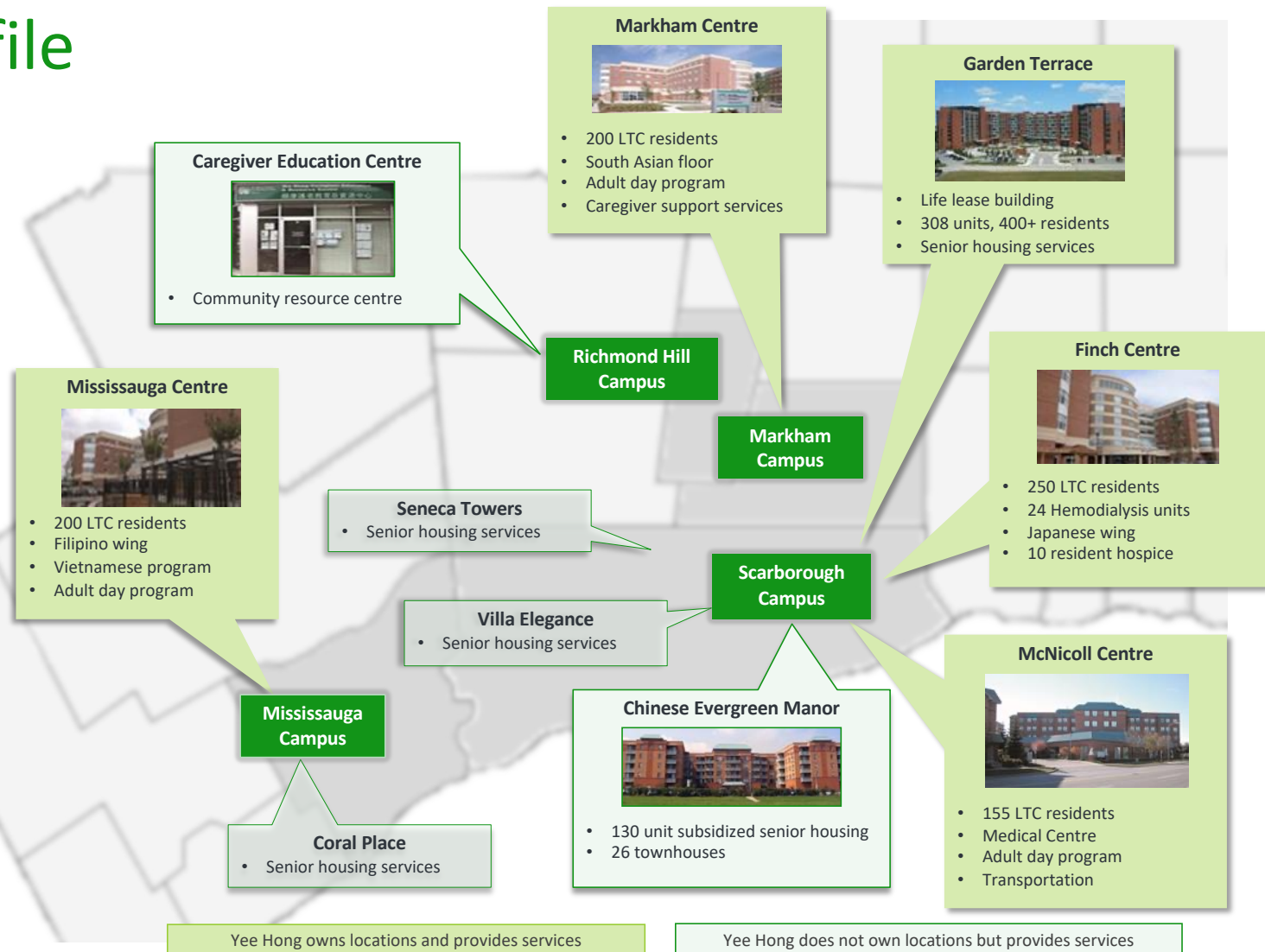
We commit

excellence, innovation, accountability, social justice

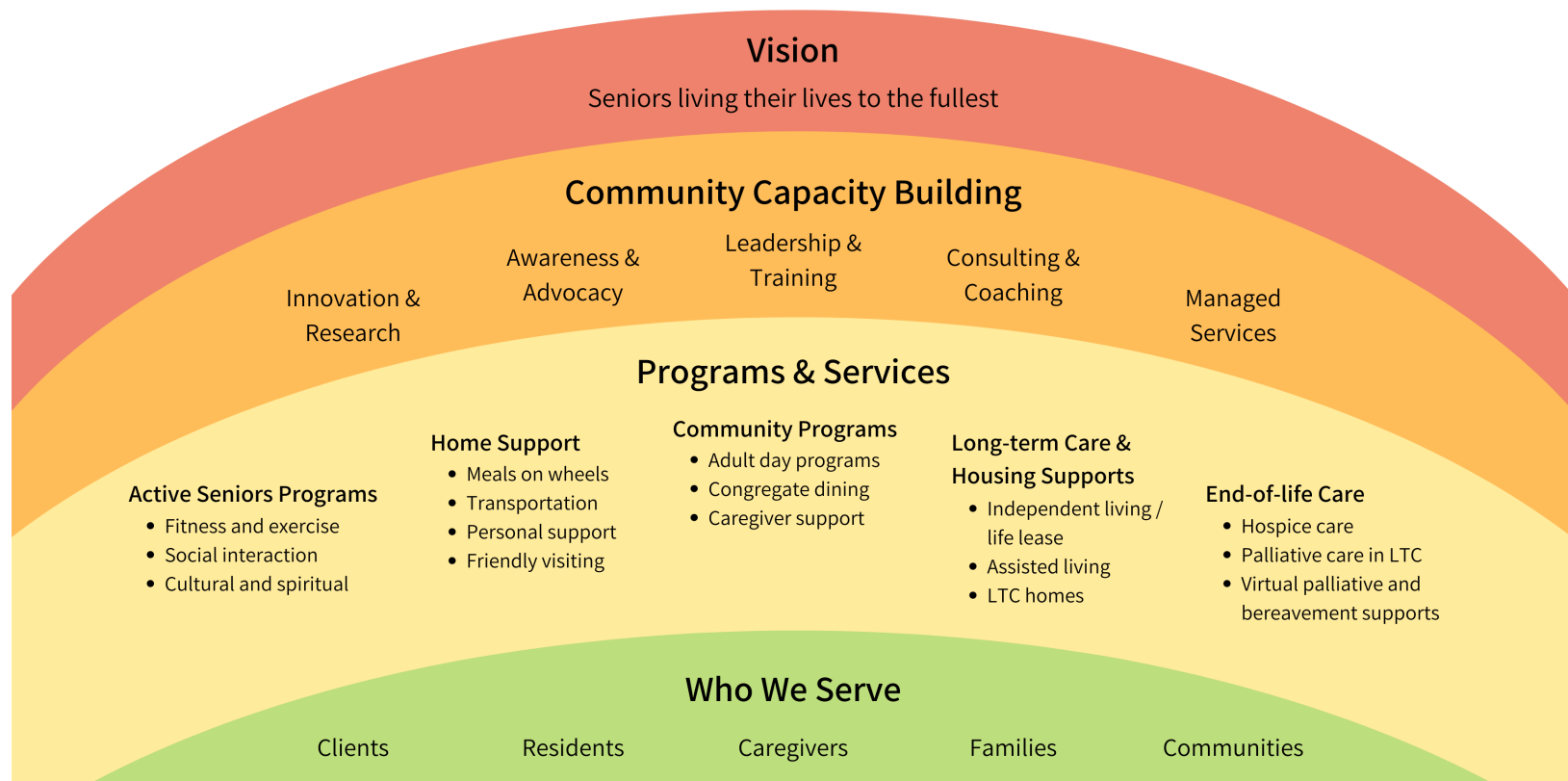
Yee Hong Profile

- One of Canada's largest **not-for-profit seniors' care** organizations providing culturally-appropriate care
- **Four campuses of care** providing a continuum of services:
 - active seniors and adult day programs
 - independent living and home support
 - long-term care (805 residents)
 - hospice and palliative care (10 residents)
- **15,000** seniors served
- **6,000 – 8,000** people on waitlist for our LTC homes*
- **1,000+** volunteers
- **1,300+** staff

*As of April 2022



Yee Hong's Continuum of Services



Our model is unique in the seniors' care space. While the average long-term care provider spends approximately 18 months with their residents, thanks to our continuum of culturally appropriate services and innovative care models, our clients spend years supported by and engaged with Yee Hong.

This results in better outcomes for clients and reduces stress and costs to the province's health and long-term care systems.



Introduction

Yee Hong Centre is known for being amongst the highest quality providers of culturally appropriate services and supports for seniors living in any setting.

We embrace equity, diversity and inclusion in all of our care and work.

We foster an inclusive environment where everyone is treated fairly, with respect and dignity, and feel that they belong.

The purpose of this resource is to:

- Describe why culturally appropriate care is important
- Share some key definitions and concepts about culturally appropriate care
- Provide some practical tips on how you can provide more culturally appropriate care

We invite you to join us on the journey to enhancing the cultural appropriateness of the care your organization provides, while advancing equity, diversity and inclusion, with the ultimate outcome of high-quality, person-centred care.

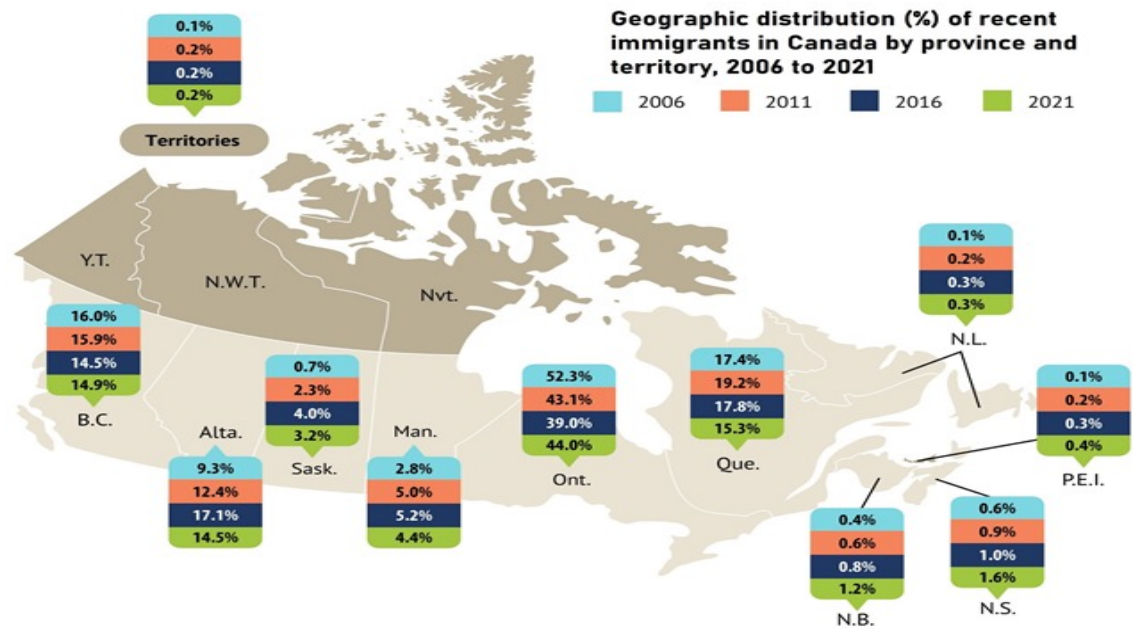
We hope you find this resource helpful in furthering your knowledge and understanding. While Yee Hong is known for our care, we are still on our journey of continuous learning and improvement.

Please contact us at advisory@yeehong.com if you would like to discuss how we can support you in your journey.

Why Culturally Appropriate Care?

- Canada has become the home of people from diverse backgrounds, and that is reflected in the resident profiles of many LTC homes.
- Culture is a social construct and can be highly subjective.
- Culturally appropriate care should not be “cookie-cutter” care, but person-centred care celebrating both similarities and differences.
- It is only by providing quality culturally appropriate care that both care recipients and care providers can achieve high satisfaction and better outcomes.
- Culturally appropriate care is really person-centred care that fosters equity, diversity, and inclusion for all.

Canada's Population Is Diverse



Recent Immigrants to Ontario:¹

- 2021 – 44%
- 2016 – 39%
- 2011 – 43%
- 2006 – 52%

Note(s): "Recent immigrant" refers to a person who obtained landed immigrant or permanent resident status in the five years preceding a given census. For the 2021 Census of Population, this refers to the period from January 1, 2016, to May 11, 2021.
Source(s): Census of Population, 2006, 2016 and 2021 (3901), and National Household Survey, 2011 (5178).

¹ Statistics Canada. (2022). *The Atlantic provinces welcomed higher shares of recent immigrants in Canada than the previous censuses, while Quebec and the Prairies saw their shares decrease*. Retrieved from <https://www150.statcan.gc.ca/n1/daily-quotidien/221026/mc-a001-eng.htm>

Diverse Residents Live in Long-Term Care Homes

- Like Canadian society, LTC homes are more culturally diverse than ever before.⁵
- Between 2006 and 2016, there was a 94% increase in racialized older adults compared to 27% increase among non-racialized older adults.⁶
- During the same period, over 70% of nurse aides, orderlies and patient service associates in Toronto, Vancouver and Calgary were immigrants.⁷
- Culturally appropriate care in any seniors care setting is urgently needed in response to the current and continuously evolving needs of both care recipients and care providers.

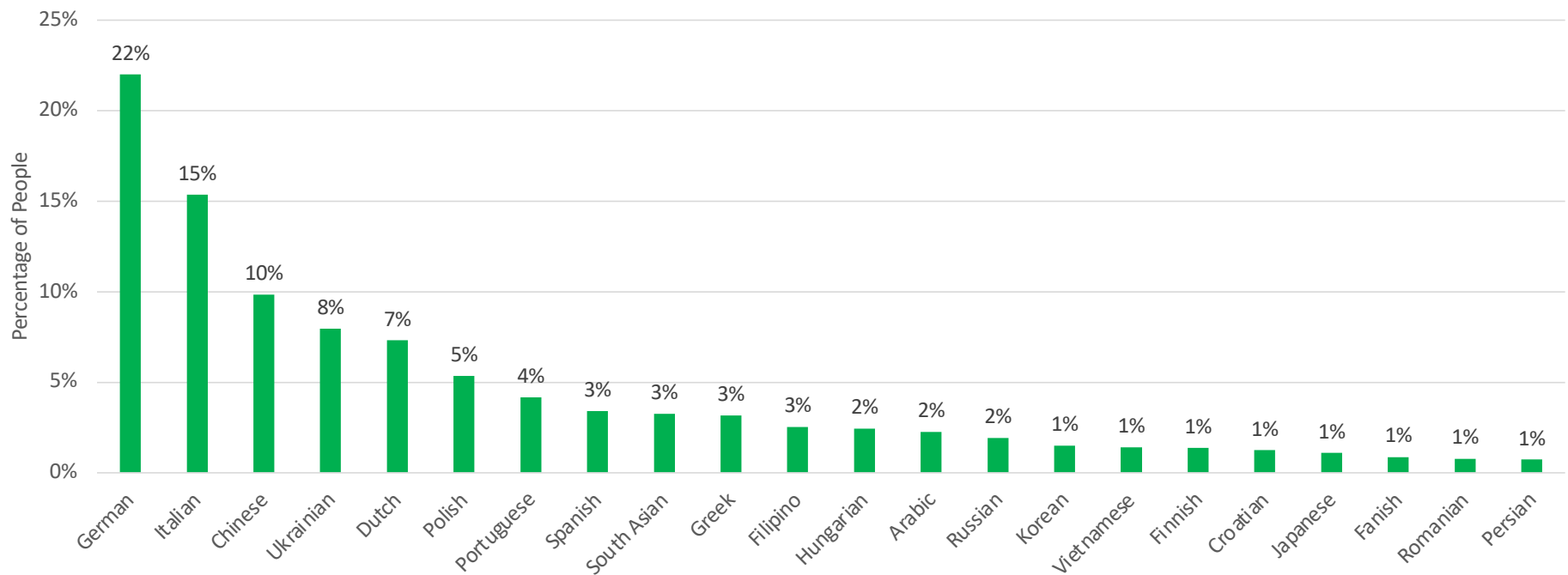
⁵ Estabrooks, C.A., Straus, S., Flood, C.M., Keefe, J., Armstrong, P., Donner, G., Boscart, V., Ducharme, F., Silviu, J., & Wolfson, M. (2020). *Restoring trust: COVID-19 and the future of long-term care*. Royal Society of Canada. Retrieved from: https://rsc-src.ca/sites/default/files/LTC%20PB%20%2B%20ES_EN_0.pdf

⁶ Turcotte, M., & Savage, K. (2020). *The contribution of immigrants and population groups designated as visible minorities to nurse aide, orderly and patient service associated occupations*. Retrieved from <https://www150.statcan.gc.ca/n1/pub/45-28-0001/2020001/article/00036-eng.htm>

⁷ Um, S. G., Lee, J., & Boulos, P. (2020). *International review of seniors strategies that support ethno-cultural and linguistic diversity*. Retrieved from <https://www.wellesleyinstitute.com/wp-content/uploads/2020/10/International-Review-Paper.pdf>

Canadian LTC Residents Speak at Least 20 Languages

Languages Spoken by Older Adults Living in Collective Dwelling ($n = 44,050$)⁸



⁸ Hou, F., & Ngo, A. (2021). *Differences in living arrangements of older seniors by mother tongue*. Retrieved from <https://www150.statcan.gc.ca/n1/pub/36-28-0001/2021005/article/00003-eng.htm>

A LTC Home is the Person's Home

- “Long-term care institutions should be home-like environments, that reflect the growing diversity in the aging population in Canada”.²
- These home-like environments are places where residents can communicate with staff and other residents in their first language, enjoy familiar meals, activities and music just like they did at home.³
- Meeting individual cultural and linguistic needs is extremely important for the wellbeing of residents, especially for those who are living with dementia.⁴

² Um, S. G. (2021). *Long-term care institutions should be home-like environments, that reflect the growing diversity in the aging population in Canada*. Retrieved from <https://policyoptions.irpp.org/magazines/may-2021/reforming-long-term-care-requires-a-diversity-and-equity-approach/>

³ Um, S. G., & Sathiyamoorthy, T., & Roche, B. (2021). *The cost of waiting for long-term care: Findings from a qualitative study*. Retrieved from <https://www.wellesleyinstitute.com/wp-content/uploads/2021/01/The-Cost-of-Waiting-for-LTC-Findings-from-a-Qualitative-Study.pdf>

⁴ Martin, C., Woods, B., & Williams, S. Language and culture in the caregiving of people with dementia in care homes - What are the implications for well-being? A scoping review with a Welsh perspective. *Journal of Cross-Cultural Gerontology*, 34(1), 67-114. <https://doi.org/10.1007/s10823-018-9361-9>

What is Culture? What are the Different Cultures in Your Homes?

- Culture is “*a set of attitudes, beliefs, behavioral conventions and basic assumptions and values that are shared by a group of people, and that influences each member’s behavior and each member’s interpretation of the ‘meaning’ of other people’s behavior*”.⁹
- Culture is not homogeneous, it’s important to get know the whole person, and understand what’s important to them. What does quality of life mean to them?



Culture

In Chinese, the term “culture” is a combination of two words meaning “language” and “transformation”, respectively.

⁹ Spencer-Oatey, H. (2002). Culture as explanatory variable: Problems and possibilities. In H. Spencer-Oatey (Ed.), *Culturally speaking: Managing rapport through talk across cultures* (11-46). London: Continuum.

Culture Is Subjective – It Is...¹⁰

- Learned** → Individuals are not born with a particular culture.
- Shared** → However, individual beliefs and practices can vary within a culture.
- Symbolic** → Individuals create, interpret and share the meanings of culture.
- Holistic** → Individuals conform to or transform cultural norms for all aspects of everyday lives.
- Dynamic** → Culture is constantly changing in response to internal and external factors.
- Integrated** → All parts of a culture are integrated and interrelated.
- Adaptive** → Culture is subjected to change in diverse environments.

¹⁰ Nelson, K., & Braff, L. (2020). Introduction to Anthropology. In N. Brown, T. McIlwraith, & L. Tubelle de Gonzales (Eds.). *Perspectives: An open invitation to cultural anthropology* (pp. 3-28). American Anthropological Association.

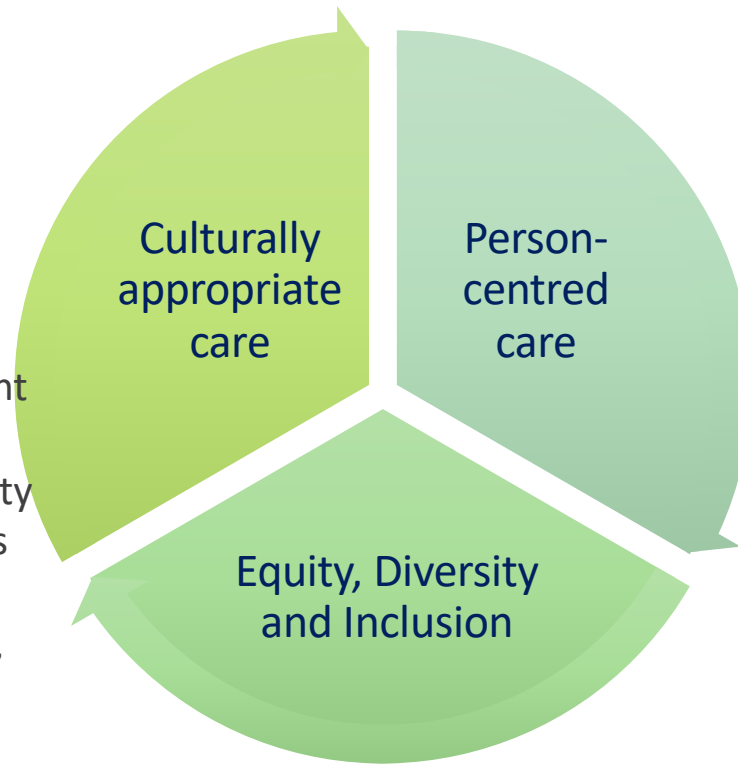
How to Embrace Culturally Appropriate Care in your Home?

- Asking and learning about what's important to the quality of life for person given culture – their individual attitudes, values and beliefs and what's important to them within the context of their families and relationships
- Removing barriers with language translation assistance and tools for older adults, caregivers/family members, staff, volunteers and community members
- Providing support to people with their cultural practices
- Creating a welcoming physical environment that accommodates the needs of diverse backgrounds
- Continuing to learn and unlearn stereotypes about diverse cultures and preferences
- Providing individualized care with choice and flexibility in their services and care
- Conducting research to learn more about the influence and impact of cultures
- Being equitable, diverse and inclusive in every interaction
- Amplifying the voices of older adults and partner with them to remove societal barriers and address stigma, discrimination, and racism

Culturally Appropriate Care (CAC) and Related Concepts

Culturally appropriate care (CAC) respects diversity in the patient populations and meets the needs of the diverse patient populations.¹¹

Equity, diversity and inclusion involves creating an environment where everyone belongs regardless of the intersectionality of their diverse qualities such as age, ability, gender identity, ethnicity, socioeconomic status, religion/fait, perspectives, and many more.



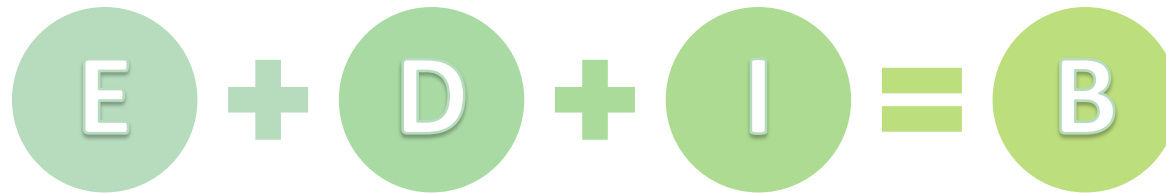
Person-centred care (PCC) recognizes the individuality of the person who receives care in relation to how care is provided.¹²

Social research is needed to advance our evolving understanding of how these concepts relate to each other and are effectively applied in practice.

¹¹ Agency for Healthcare Research and Quality. (2014). *Improving cultural competence to reduce health disparities for priority populations*. Retrieved from <https://effectivehealthcare.ahrq.gov/products/cultural-competence/research-protocol>

¹² Kitwood, T., & Bredin, K. (1992). Towards a theory of dementia care: Personhood and well-being. *Ageing & Society*, 12, 269-287.

Why Is EDI Important?



Equity, diversity and inclusion help people feel that they **belong**.

When people are able to bring their best, authentic selves to work and are treated as a valued member of the team, they experience enhanced wellbeing and enjoy a better workplace environment.

Equity

At Yee Hong, we recognize that equity and equality are not the same - equity is not about treating people and circumstances the same.

Equity means we treat everyone fairly and at the same time, actively identifying and eliminating barriers that prevent full participation.

Equitable outcomes may require differential treatment and reasonable resource redistribution to achieve equal opportunity among all individuals and communities.

Equity requires recognizing and addressing barriers for people to thrive at Yee Hong and in the communities we serve.



Diversity



At Yee Hong, we embrace **diversity** - that we have a range of visible and invisible qualities, experiences and identities that shape who we are, how we think, how we engage with each other and provide care.

Diverse qualities can be along the dimensions of race, ethnicity, gender, gender identity, sexual orientation, socio-economic status, age, abilities, religious or spiritual beliefs, or political ideologies. They can also include differences such as personality, style, capabilities and perspectives.

We understand, respect and learn from the differences among each of us to champion a mutually supportive environment at Yee Hong and with our allies.

Inclusion

Inclusion means that everyone is respected, valued and treated with dignity. At Yee Hong, we cultivate a supportive environment that promotes belonging and participation for all to contribute their best and reach their full potential.

In practice, this includes engaging clients and residents in decision-making process and initiatives. We encourage everyone at Yee Hong to voice their views and participate in a safe and welcoming environment.

Inclusion is reflected in how everyone's beliefs, attitudes and behaviors are respected, as well as our organization's culture, policies and practices.

It results in individuals feeling that they can bring their entire selves to work and contribute their ideas, experiences and talents to the fullest.



How to Embrace EDI in your LTC Home?

- Educate yourself about different forms of diversity and how the concepts of equity, diversity and inclusion relate to each other
 - Recognize strengths and barriers that different individuals, groups and communities experience to high quality services and care
 - Collaborate with older adults, family members/caregivers and communities in designing and making decisions about their care in their own homes
 - Create trusting relationships and an environment in the home that is psychologically safe – where residents, family members and staff feel free to voice their preferences and concerns
 - Role model for others what being equitable, diverse and inclusive looks like through your own behaviour and interactions with others
 - Be accountable for EDI using quantitative and qualitative data
 - Measure and celebrate progress – It's an ongoing journey not a destination!
-

Consider the Following:

- What does culturally appropriate care mean to you? To your residents and families? To your staff and teams? To your organization?
- To what extent have you, your team and your organization embraced culturally appropriate care?
- How will you, your team, and your organization advance culturally appropriate care within your organization and in society?

Yee Hong Is Here for You

Yee Hong supports diverse organizations by enhancing their culturally appropriate care practices and fostering more equitable, diverse and inclusive environments.

We have worked with organizations to advance their practices:

- Education, training and coaching
- Vision, frameworks, and multi-year plans for advancing culturally appropriate care and equity, diversity and inclusion
- Toolkits including informative resources and useful tools

Contact us at Advisory@yeehong.com for more information about how we can support you with advancing your commitment to your clients/residents and families.



YeeHong.com

A stylized graphic of a green leaf or branch, rendered in a lighter shade of green than the background. It features a central stem with several pointed, teardrop-shaped leaves extending from it, positioned behind the text.

THANK YOU