

Join a QI Workshop on Palliative Care in LTC

Registration is open for our free quality improvement and change management half-day virtual workshop: Aim Align Achieve Quality Palliative Care.

[Aim, Align, Achieve Quality Palliative Care - Ontario Centres for Learning, Research, and Innovation in Long-Term Care](#)

An introductory program on quality improvement and change management for the Ontario long-term care setting. An interactive program focused on implementation of a palliative approach to care, this class is for quality improvement and palliative care committees; physicians; quality improvement coordinators; best practice advocates; and everyone who wants to work on a person-centered approach to care that honors the humanity of residents, team members and families.



Wage support available for LTC homes as well as scholarships for physicians – see our site for details.



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Learning Essential Approaches to Palliative Care (LEAP)



Pallium Canada's award-winning suite of LEAP courseware transforms health care practice through interprofessional and evidence-based palliative care training:

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BY



Pallium Canada

Integrating Equity, Diversity, and Inclusion in Palliative Care Quality Improvement

Presented by: Ashley Flanagan, Michelle Fleming and Dr Amit Arya
Pallium ECHO - Palliative Care and QI, November 26, 2025



ACKNOWLEDGEMENT

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WHAT WE DO



HOST ORGANIZATIONS

The Ontario CLRI is funded by the Government of Ontario and hosted at Baycrest, Bruyère Health, and the Schlegel-UW Research Institute for Aging. The collective expertise, resources and partnerships help advance our provincially mandated goals.



BAYCREST

Baycrest is a global leader in geriatric residential living, healthcare, research, innovation and education, with a special focus on brain health and aging.



BRUYÈRE HEALTH

Maximizing quality of life and helping people stay and return home, Bruyère Health offers a variety of services in aging and rehabilitation, medically complex, palliative, residential and primary care.



SCHLEGEL-UW RESEARCH INSTITUTE FOR AGING (RIA)

The RIA is an innovation catalyst. By advancing research, education and practice, the RIA enhances quality of life and care for older adults everywhere.



EDI in LTC Advisory Committee



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For Geriatric Care**
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EDI in LTC Advisory Committee





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Background and Key Concepts



Why now?

- **Shifting Demographics:** Rapidly increasing diversity among Canada's older adults
- **Racism:** Can be unintended but yet negatively impact the quality of care, leading to worse outcomes for residents
- **Poor Working Conditions:** Most LTC workers are racialized women who have high rates of part-time employment and low wages while facing significant workplace violence
- **Culture of Silence:** Discrimination, racism, and health inequities are often ignored or unaddressed due to fear or punishment or reprisal
- **Increasing Calls to Action**



Equity

- Fair treatment by addressing individual needs and circumstances
- Recognizes unique barriers that people face
- Provides necessary resources and support for full participation
- Focuses on tailored solutions, not equal treatment for all
- Strives for fairness and justice so everyone can succeed and thrive

Image: <https://productschool.com/blog/news/embrace-equity-all-year-round>

Equality



Equity



"Equality is giving everyone a shoe.
Equity is giving everyone a shoe that fits."

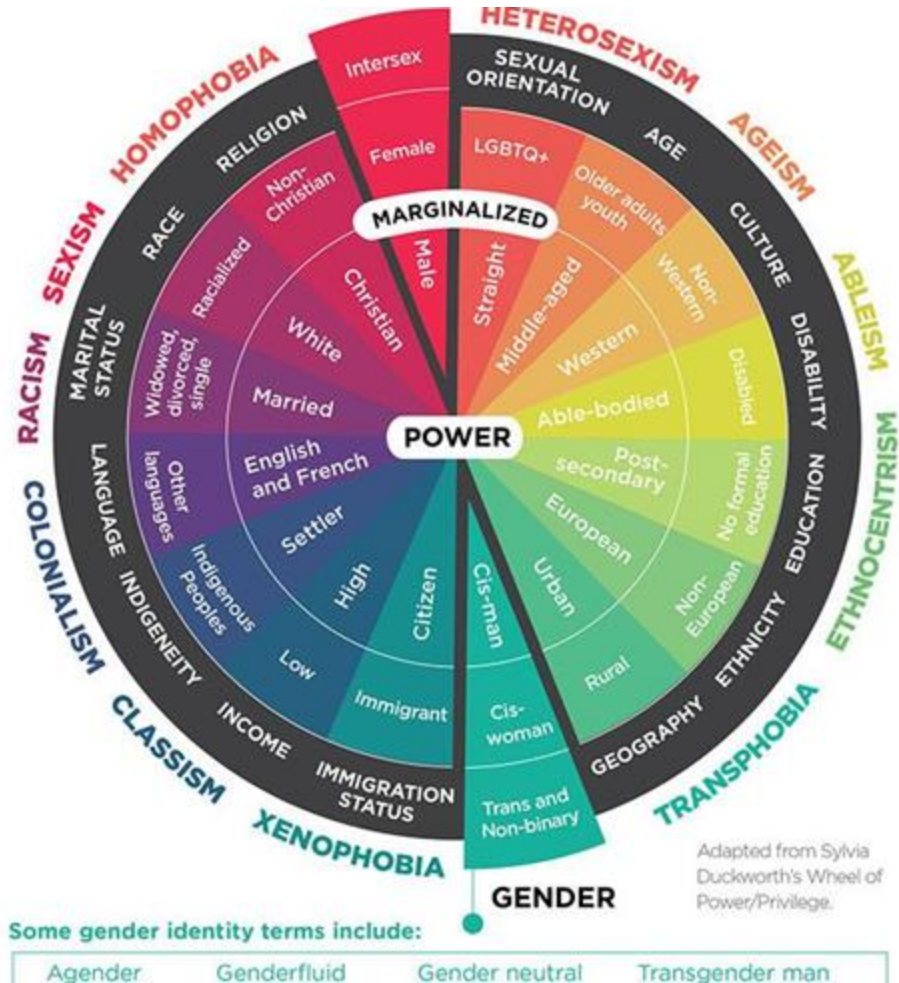
– Enid Lee



Intersectionality

- Human identities and experiences are complex
- Multiple, intersecting identities shape experiences of privilege, discrimination and oppression
- Understanding intersectionality encourages allyship and supports inclusive spaces for all
- Rooted in Black feminist thought

Image: Wheel of Power/Privilege. Adapted by Canadian Institute of Health Research (CIHR) from Sylvia Duckworth: <https://cihr-irsc.gc.ca/e/52352.html>



Research indicates that culture contributes to differences in attitudes, preferences, behaviours, perceptions and experiences related to palliative and end-of-life care.



Culturally responsive care is important because...



Health system values are historically rooted in values that represent the cultural and religious values of the white middle class.



These values often do not apply, and may even contradict, the values of people of different cultures or ethnicities.

“The field of palliative care is rooted in Western perspectives of death and dying and built on policies and practices that enforces euro-ethnocentrism” (Tan & Dobie, 2021, para. 5).



Lack of respect for cultural differences and consideration of cultural safety may compromise care.





Diving In: Case Discussion



Case Study: Meet Muhammad

- 85 year old man
- Recently moved into LTC home
- One of the few non-white residents in the home
- Several children who visit regularly and bring food
- Primary language: Urdu



Case Study: Situation

- Muhammad regularly tries to speak to the team, partly in broken English, but mostly in Urdu
- Team members don't understand Urdu
- No staff members are available to translate
- Interpretation services are not available
- Mohammad's only son, Umair speaks to the care team regularly about his concerns



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Small group exercise: Palliative Care QIP



Small Group Exercise



Step 1: Identify the Problem

Step 2: Define an AIM Statement

Step 3: Identify Root Causes

Step 4: Change Ideas

Step 5: Choose measures and outline first PDSA (Plan-Do-Study-Act)





Other Ideas for QIPs

- Communication and Language Access
- EDIB education and training
- Improving care conferences for marginalized residents
- Supporting diverse cultural and spiritual needs
- Building trust with residents and families
- Improving early ID and access for marginalized residents
- Supporting safety of staff
- Developing community partnerships
- Policy revisions





Sharing Back



Resources to Support Linguistic Diversity in LTC

- [Residents' Bill of Rights](#) (Ontario): Translated into a several languages
- Eastern Health (Australia): [Cue Cards in Community Languages](#) - Printable resource available in dozens of languages, with images. Can be used to develop customized communication boards for individual residents
- [Voyce Interpretation Services for Healthcare](#)
- [Let's talk about the many faces of dementia in Canada](#) (Alzheimer Society of Canada): Video recording - explores how dementia demographics could change in Canada over the next 30 years.
- [Forward with Dementia](#): multilingual resources to people living with dementia and care partners (English, Italian, Punjabi, Hindi, Urdu, Simplified Chinese and Traditional Chinese)
- [Mental health and well-being in later life: Multilingual resources](#) (CAMH): resources in multiple languages (English, French, Chinese, Punjabi, Italian, Spanish, Arabic, Vietnamese, Tamil, Portuguese and Urdu).





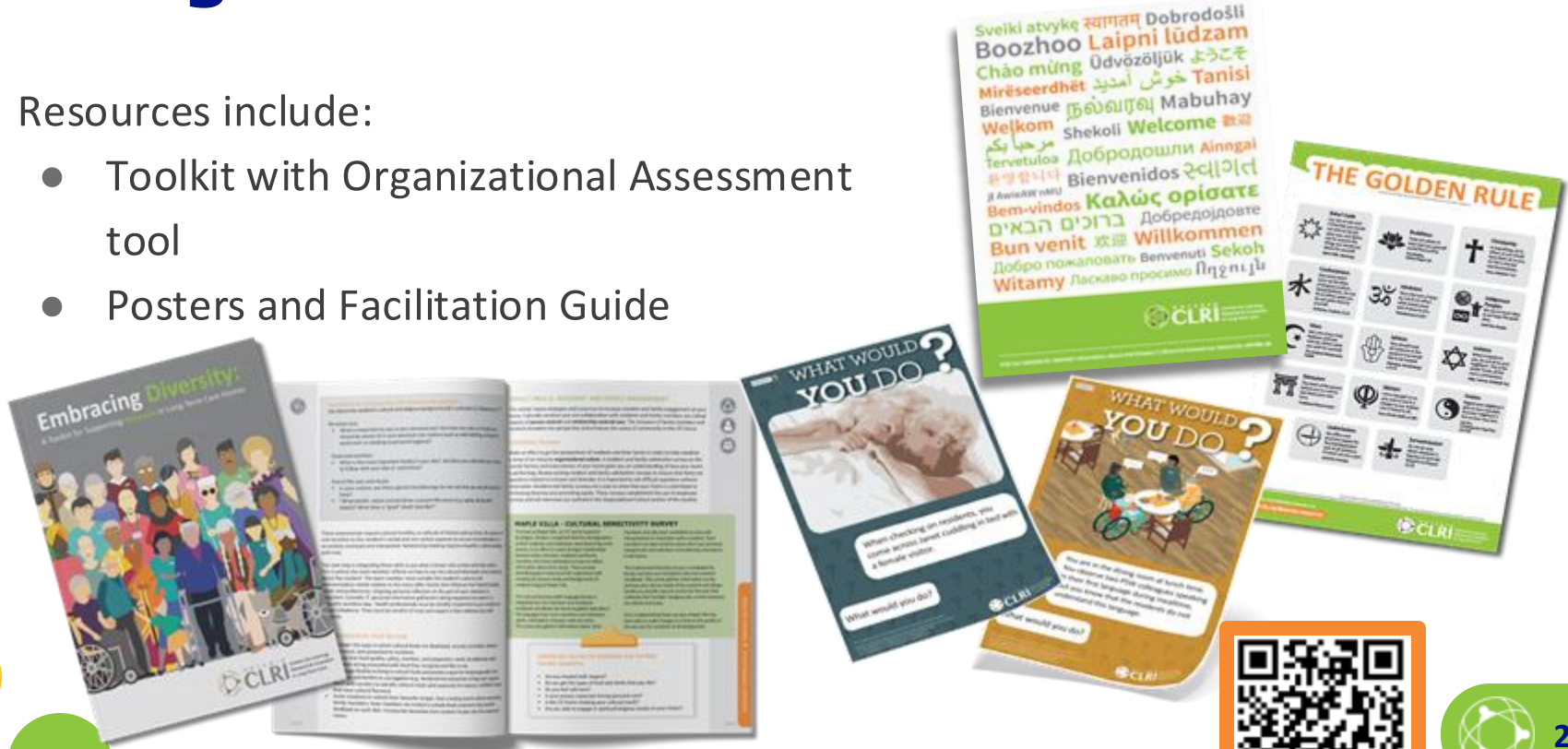
Resources and Tools to Support Your Efforts



Bilingual EDI in LTC Resource Suite

Resources include:

- Toolkit with Organizational Assessment tool
- Posters and Facilitation Guide



Access these resources and more: clri-ltc.ca/EDInLTC



Diversity & Inclusion Calendars

- Religious & cultural days of significance
- Awareness days / weeks / months
- Health promotion dates
- Digital and Printable formats
- Printable calendars also available in French!



clri-ltc.ca/diversitycalendar/



New Resource: Video

Cultural Humility in Action: Nurturing Inclusion in LTC



- Short animated educational video
- Conversation starter tool
- Companion resources:
 - Facilitator Discussion Guide
 - Handout: *Practical Tips for LTC Team Members*

<https://clri-ltc.ca/resource/cultural-humility-video/>



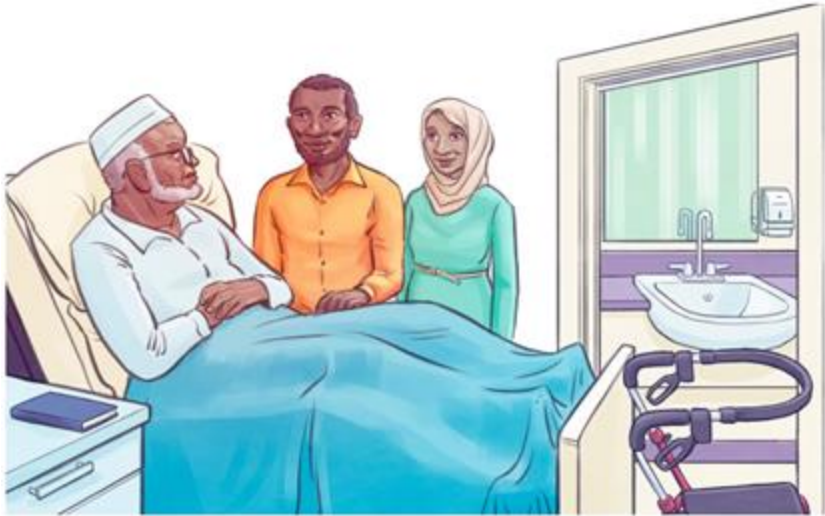
Virtual Workshop: Creating a Culture of Belonging

- Comprehensive, introductory 4-hour virtual workshop
- Explores key equity, diversity, inclusion and belonging principles and how to apply those principles to a range of scenario discussions
- Learn practical strategies to foster inclusive and affirming environments in LTC homes
- Highly interactive session
- **Backfill for all Ontario LTC team members!**
- 2025-26: 16 workshop dates available

<https://pswfundltc.ca/creating-a-culture-of-belonging-from-awareness-to-action/>



Practicing Cultural Humility in Palliative Care eLearning Course



Available on [Ontario CLRI eLearning Hub](#) and **Surge Learning**,
in English and [French](#)
Completed by over 4,000 learners since launch in 2023!



**Join the EDI in
LTC Community of
Practice!**



[Register Here](#)

Knowledge Exchange



EDI in LTC Newsletter

Quarterly newsletter includes stories from Ontario LTC homes on efforts to advance equity and inclusion, highlights relevant resources and upcoming learning opportunities.



[Sign-up here](#)



[Read the latest edition](#)





Questions? Comments?



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Thank you!

Please fill out the feedback survey- a link has been added into the chat

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