

Section: Accessibility	Subsection: Barriers	Policy Number: ACC-109
Subject: Cultural Competency & Diversity Plan		Effective Date: May 2015
CARF Section 1. I Standard 5	Authority: CEO	Supercedes: June 2014, June 2021 November 2023
		Page 1 of 2

Policy:

Diversity is embraced and encouraged at Belvedere Heights. We believe in the value of diversity in the in the Home and in the workforce and are committed to providing an environment of fairness and equitable treatment of everyone, regardless of age, gender, race, colour, religion, creed, socioeconomic status, language spoken or sexual orientation.

Staff and Volunteers associated with Belvedere Heights will take into consideration the cultural diversity of residents, family members and relevant stakeholders when providing care and services, and will endeavor to provide care and services in a manner that is meaningful, beneficial and acceptable to residents/families.

Procedure:

1. The cultural diversity of all residents will be acknowledged and respected, with opportunities provided for individual expression of such diversity in recreation and leisure activities.
2. Staff/Volunteers are encouraged to raise their individual and collective awareness and understanding of residents’ diversities and of each other’s diversities.
3. Belvedere Heights shall strive to cultivate alliances and partnerships with individuals within the organization by creating trust, mutual respect, sharing knowledge and addressing differences.
4. Staff/Volunteers will attempt to find out the elements regarding personal care, social activities, spiritual care, food and end of life care that are most important to residents, including how his/her cultural and religious background affects these aspects of life. Staff/Volunteers shall endeavour to provide the care and services in accordance with residents’ preferences, whenever possible.
5. The Home will endeavour to meet resident requests for specific food items, cultural programs etc, within reason. For example, if a resident requests a certain ethnic meal or entertainment, the Home may be able to prepare or procure the food products, or arrange for

Subject: Cultural Competency & Diversity Plan	Policy Number: ACC-109	Page 2 of 2
---	----------------------------------	--------------------

a program on occasion, for a special event or celebration. However, the Home will adhere to meal preparation and programs that are suitable for the majority of residents in the facility.

6. Individuals will be approached if/when cultural diversity situations arise/develop and asked how they would like the issue dealt in accordance with their values and beliefs.

7. Educational reference material on cultural diversity will periodically be provided to staff/volunteers and local community residents involved with Community Support Service Programs.

Authorized Signing Authority

Date