



Building Belonging Together: Partners in Creating Inclusive Long-Term Care Homes

June 11, 2026



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CLRI-LTC.CA

Land Acknowledgement

The Ontario CLRI at Bruyère Health acknowledges that we all live and work on Indigenous land.

Bruyère Health is on the unceded territory of the Anishinaabeg Algonquin Nation.



Image by [TeachSoulArt](https://www.teachsoulart.com/)



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 PROGRAM ACKNOWLEDGEMENT

This work is supported in part with funding from the Government of Ontario through the Ontario Centres for Learning, Research and Innovation in Long-Term Care. The views expressed herein do not necessarily reflect the views of the Province.



EDI in LTC Advisory Committee



Agenda

- Welcome and Framing
- Why This Matters
- Cultural Humility as Practice
- Building Belonging Together
- Practical Resources
- Next Steps
- Q&A



Guiding Principles



Embrace curiosity



Listen to understand, not to respond



Respect our stories



No one knows everything, but together our knowledge grows.



Move-up, Move-up



Use the tools (use chat, emojis, turn on your camera, if comfortable)



Warm-Up Reflection Questions

Instructions

Go to

www.menti.com

Enter the code

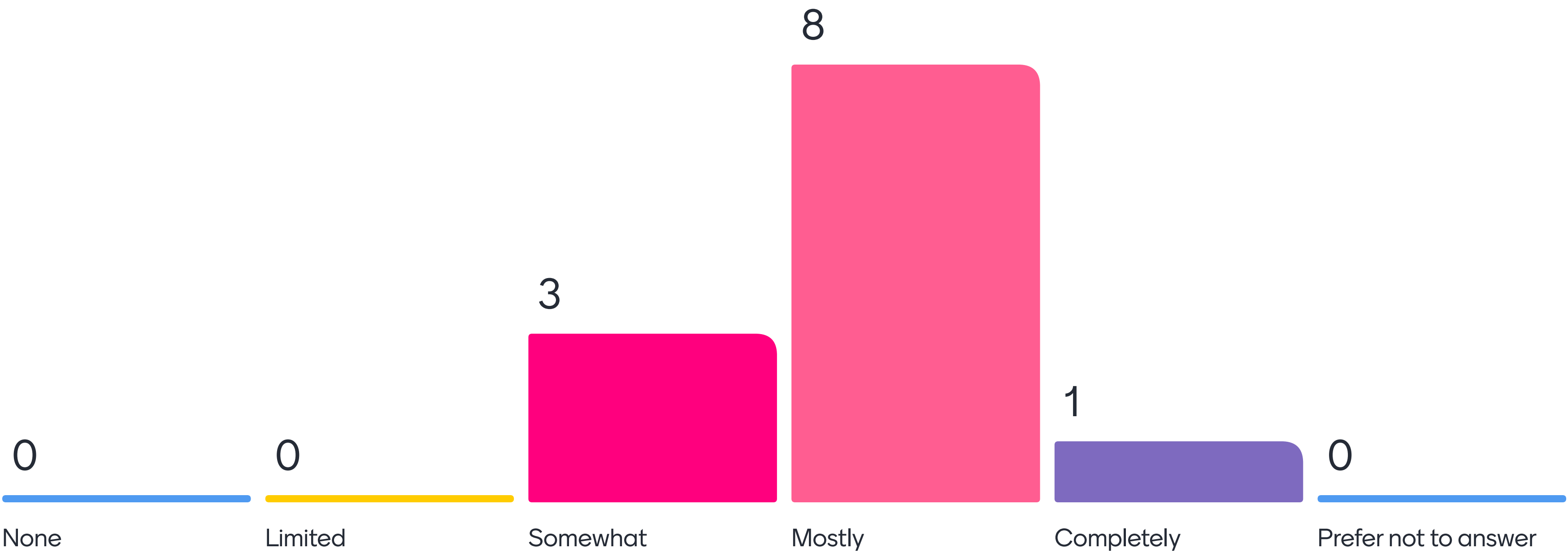
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Or use QR code



How would you rate your familiarity with EDI (equity, diversity, and inclusion) concepts?



In one word or short phrase, what does belonging mean to you?

connection + comfort

Welcoming

Being my authentic self,
no masking

Feeling seen

Acceptance

Everyone has a voice
and feels welcome in the
space

Acceptance

feeling free to join in.
welcoming,

In one word or short phrase, what does belonging mean to you?

Feeling safe

no judgement

Open to learning and
growing

valued

Appreciation for your
individuality

Community

A Few Words We'll Use Today

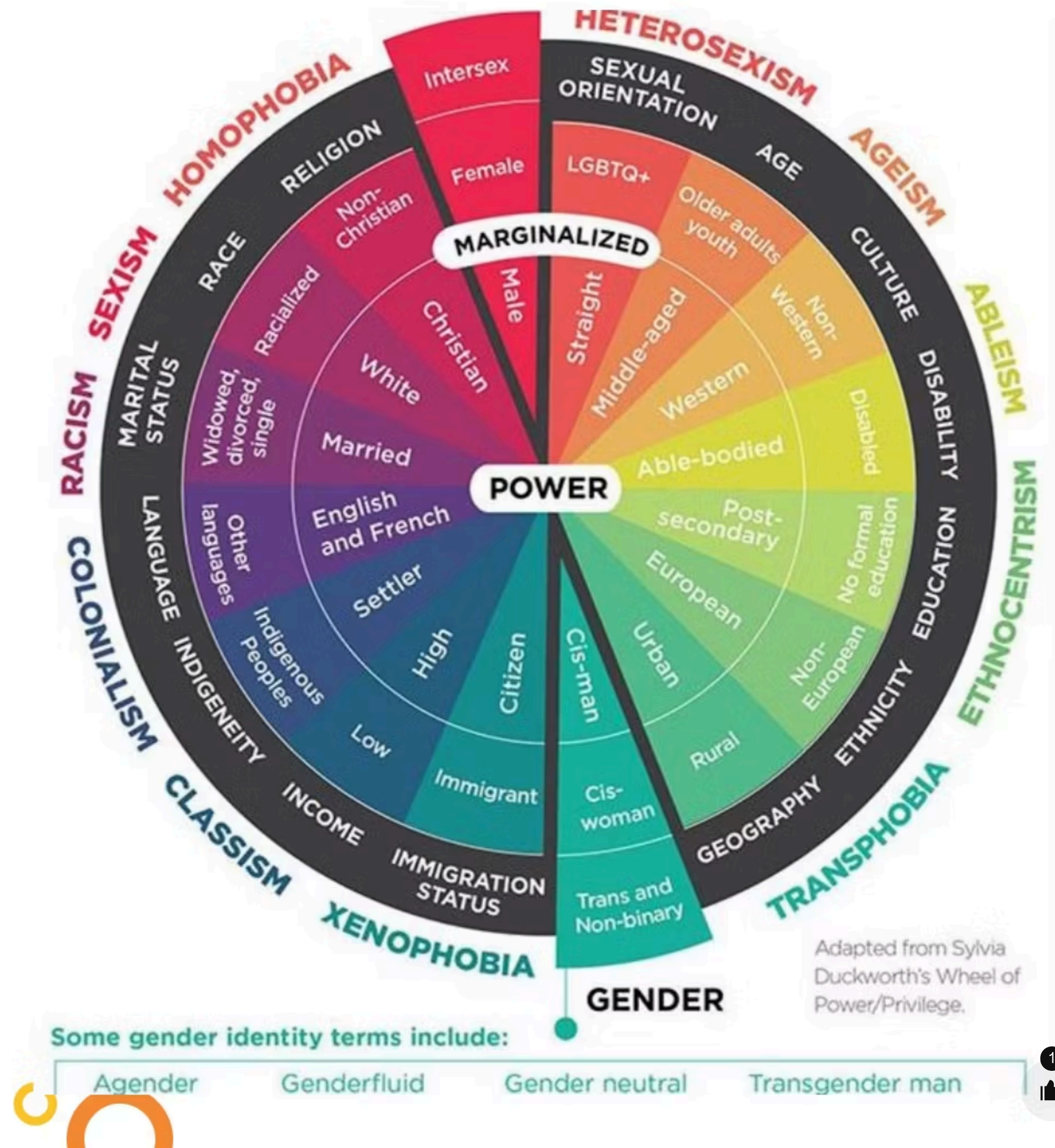


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Intersectionality

- 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>



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



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Belonging

- Feeling genuinely seen, valued, and welcomed for who you are
- Goes beyond inclusion
- Can exist or be absent regardless of inclusive policies or structures
- The goal in LTC: spaces where people feel valued for who they are, not despite it



Why This Matters



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A resident had always been sociable. When she first moved in, she would attend music programs. Whenever her family would come to visit, they would find her hanging out in the recreation room. Over time her family noticed she was spending more time in her room, alone.

When her daughter asked her why, she said:

“I don’t think I’m meant to be there.”





A PSW witnessed a family member make a discriminatory comment toward a colleague. She knew it was wrong. But she didn't know what she was allowed to say, or how. And she worried about creating a conflict that would make her working environment harder. She didn't say anything, and felt terrible afterward.



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Access to this content has been restricted. Contact your internet service provider for help.

Video: Inclusion Starts With I



What stood out for you about the video?

Take a moment to reflect on the video:

- What stood out for you?

When you are ready, feel free to share some of your reflections in the chat.



What stood out for you?



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What stood out for you?

So many aspects of diversity

The changing facial emotions of the people

We make a lot of assumptions in our everyday life

The range of + and - impacts of being included or not

empathy

the many ways someone can feel excluded. showing inclusion by one makes other also tend to include

I like that children were included to show the impact on various generations

Shows that you never know what an individual is feeling

What stood out for you?

Experience is subjective

Learning from mistakes

Cultural Humility as Practice



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Cultural Competence

- Awareness and understanding of different cultures and practices
- Ongoing commitment to learning, reflection, and growth
- Not a fixed destination as one can never be fully competent in a culture that is not their own

Cultural Humility

- Ongoing and lifelong practice of reflection on our own biases, assumptions, and blind spots
- Staying curious and open to learning from the communities and people around us
- Examine the dynamics of power and privilege
- Willingness to learn and grow





Video: Cultural Humility in Action



What stood out for you about the video?

Take a moment to reflect on the video:

- What stood out for you?
- What are some ways that Pinegrove Villa supports the diverse populations that live, work, and visit their care home?

When you are ready, feel free to share some of your reflections by unmuting or using the chat.



What stood out for you?

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What stood out for you?

Learning from mistakes

Sometimes there's fear of bringing up these observations due to the possibility of offending the other person

Being comfortable with speaking up, calling people out when needed and calling people in

made me more aware of when there are conversations at a dining table between care givers maybe excluding the resident

Policy and program changes as learn from resident needs

How important it is for everyone to feel safe to bring up concerns

Creating safe spaces

Building Belonging Together



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Family Councils as Culture Builders



- Set explicit guiding principles for how your council meets (e.g., listen to understand, speak from your own experience)
- Notice gaps in representation:
 - Who is at the table? Who isn't?
- Create a welcoming culture
 - Introduce newcomers, share speaking time, draw out quieter voices
- Use the Health Quality Ontario's Recruiting for Diversity guide for practical strategies on building a more representative council

Councils set the tone for who feels welcome at the table.

Team Members: What Can You Do?



- Learn and use residents' preferred names and their pronouns
 - Gently correct colleagues who assume incorrectly
- When you witness something that isn't right, responding matters. Even saying 'We speak to everyone respectfully here' creates culture
- Where possible, address bias privately rather than in the moment
 - Focus on impact, not intent
- Remember: the goal isn't a perfect response. It's a consistent orientation: this is a space where all people deserve respect

You don't need a leadership title to shape belonging.



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Resources to Support Your Journey



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Bilingual EDI in LTC Resource Suite

Resources include:

- Toolkit with Organizational Assessment Tool
- WWYD Posters and Facilitation Guide



Access these resources: 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/



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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** through the PSW Education Fund!

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



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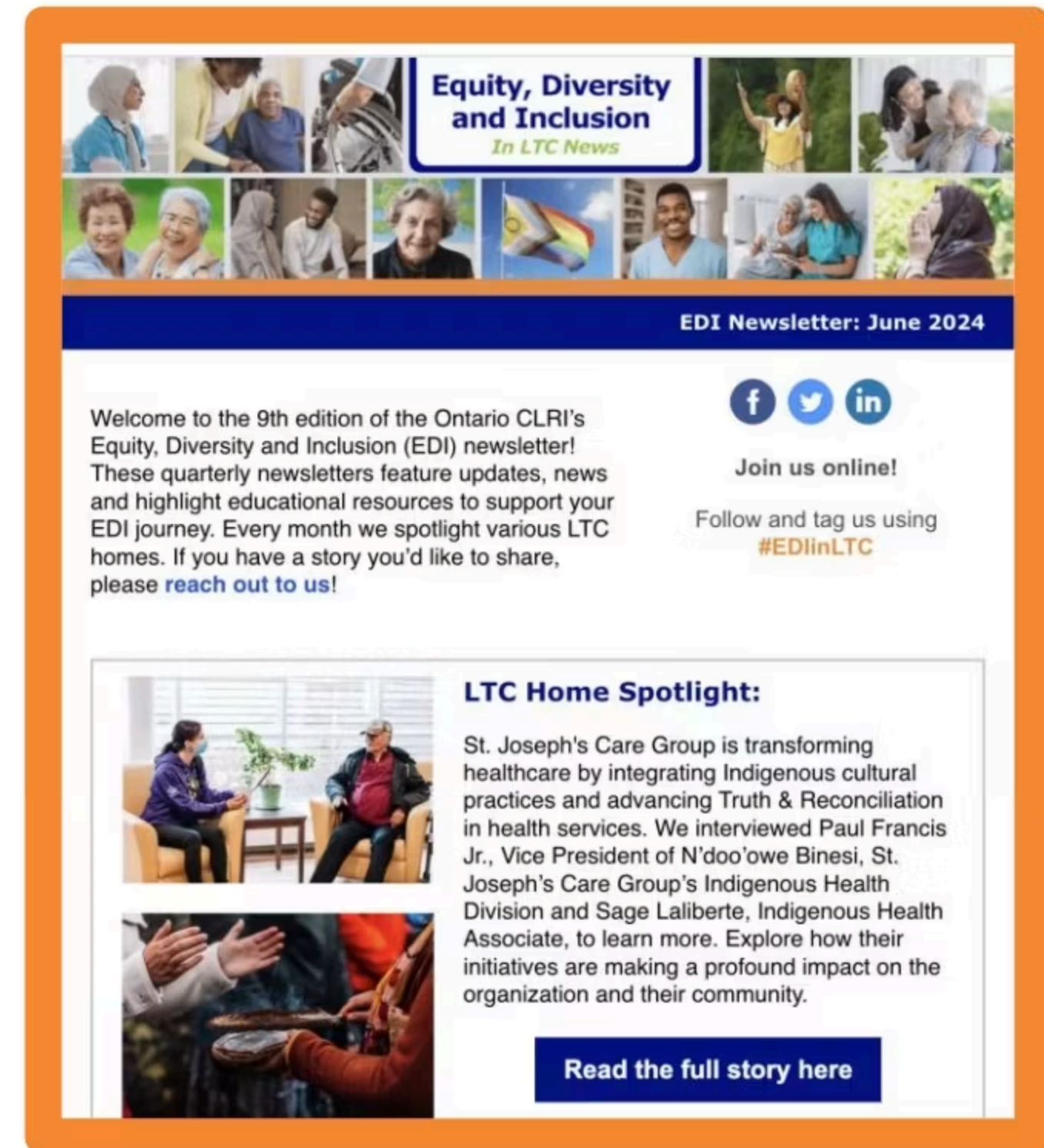
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EDI in LTC Newsletter

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](#)



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Additional Resource

Health Quality Ontario - Recruiting for Diversity: Creating and sustaining patient and family advisory councils

- Consider many kinds of diversity
- Remove barriers to participation
- Tips and tools for reaching out



What's one thing you're taking away from today?

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What's one thing that you're taking away from today's session?

tips for caregivers to use when they see an issue

It's a continuous process

Fantastic resources to share with Family councils to utilize and learn with

The importance of being open to learning and unlearning

It is important to have uncomfortable discussions to create belonging

make an effort to understand the different cultures within the home. Identify the gaps of who is not a member of the Family Council and what we are missing from our lense

recognizing everyone's uniqueness

Wrapping Up



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Post-Session Feedback Survey

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1606 3336



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Thank you for being here!





**Questions? Comments?
Stories?**



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