

Building a Diverse, Equitable, and Inclusive Long-Term Care Home: Helping Each Other *Thrive*

Background

Long-term care (LTC) homes are caring for increasingly diverse resident populations, yet face many challenges in delivering culturally responsive care.¹

To improve care quality and staff well-being, LTC organizations should adopt intentional Diversity, Equity, Inclusion, and Belonging (DEI-B) strategies that enhance inclusive practices, cultural competence, and an empowered workforce at all levels.

Objective

To build a foundation that ensures the quality of care and workplace well-being in long-term care (LTC) homes by implementing DEI-B strategies that promote inclusive communication, cultural humility, and a strong sense of belonging among both residents and staff, while supporting leadership, education, and workforce diversity across the organization.⁴

Theoretical Basis

This initiative is grounded in Cultural Humility, Belongingness Theory, which emphasizes the importance of self-awareness, inclusive relationships, and empowered leadership in fostering environments where both residents and staff feel valued, respected, and supported through Diversity, Equity, Inclusion, and Belonging (DEI-B) practices.^{1,4}

Practice Resources

Modules available on the WeRPN Practice Resources page at werpn.com support a strong DEI-B culture by promoting equity, collaboration, and community, enabling teams to deliver safer, more compassionate, and culturally responsive care.³



Conclusion

- Creating a culture of Diversity, Equity, Inclusion, and Belonging (DEI-B) is an ongoing journey.
- The process involves continuous learning, unlearning, and personal and organizational growth.
- It requires reflection, openness, and active participation from individuals and institutions.
- Organizations should enhance workplace well-being to promote a healthier practice environment.
- Inclusive environments empower everyone to learn, contribute meaningfully, and thrive.

The (Re)CLAIM Strategy Step by Step

(Re) – Recruit and Diversify the Workforce

Recruit individuals from varied backgrounds to reflect the resident population. Foster an inclusive culture where all staff feel respected and valued. Use equitable hiring and outreach practices to reduce bias, expand candidate pools, and support lasting diversity, inclusion, and belonging across the organization.³



C – Cultivate Cultural Competence in Patient Care

Educate healthcare providers to understand, respect, and effectively respond to patients' cultural beliefs, values, and needs. Embed cultural competence into clinical education, resident interactions, and care planning to ensure equitable and respectful treatment.²



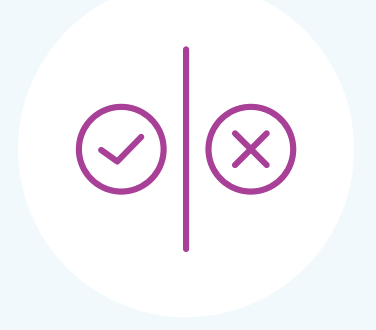
L – Lead with Commitment

Demonstrate visible and sustained leadership commitment to DEI-B by embedding it into organizational values, decision-making, and strategy. Leaders should champion initiatives, allocate resources, and hold themselves and others accountable for progress.⁴



A – Assess the Current State of DEI-B

Conduct comprehensive evaluations of current DEI-B practices, policies, and culture within the organization. Use surveys, data analysis, and stakeholder input to identify strengths, gaps, and opportunities for growth.⁵



I – Invest in an Inclusive Organizational Culture

Foster a workplace where every individual feels respected, valued, and empowered to contribute. Implement policies, programs, and practices that celebrate diversity, promote equity, and ensure that all voices are heard and included in decision-making.⁵



M – Measure Progress and Drive Continuous Improvement

Establish metrics and benchmarks to evaluate the impact of DEI-B initiatives. Regularly review data, solicit feedback, and adjust strategies to improve outcomes.⁵



References

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