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The National Long-Term Care Ombudsman Resource Center

Diversity, Equity, Inclusion, and Accessibility (DEIA) and the Ombudsman Program

July 10, 2024

Welcome

- This webinar is being **recorded**.
- Use the **Q&A feature** for questions for the speakers.
- Use the **chat feature** to submit comments or respond to questions from speakers or other attendees.
- Please complete the **evaluation** questionnaire when the webinar is over.
- Links to **resources** will be shared in the chat box, will be posted to our website, and shared via email with our network.

Speakers

Cheryl Hennen
STATE LONG-TERM CARE OMBUDSMAN
Minnesota Long-Term Care Ombudsman Program

Kelly Richards
STATE LONG-TERM CARE OMBUDSMAN
Illinois Long-Term Care Ombudsman Program

Tasia M. Stackhouse
LONG-TERM CARE OMBUDSMAN
Waccamaw Regional Council of Governments,
South Carolina LTCOP

Office of Ombudsman for Long-Term Care

Illinois Long-Term Care OMBUDSMAN PROGRAM

South Carolina Long Term Care Ombudsman
Advocating for Residents' Rights and Empowerment

Diversity, Equity, Inclusion, and Accessibility (DEIA) and the Ombudsman Program

Cheryl Hennen | State Ombudsman for Long-Term Care

NORC webinar July 10, 2024

Office of Ombudsman for Long-Term Care

Courageous Leadership Tip

"To achieve our goals of becoming an Anti-Racist Organization we need to innovate and create….We will feel bad for not getting it right the first time, we will feel bad from feeling like we let people down, we will get feedback from others that will make us feel bad. It is okay to feel bad and we need to learn how to sit in that discomfort and not avoid it. Sitting in this discomfort provides us the opportunity to grow, to learn, and to hear the voices that we need to hear. We are all guilty of avoiding this discomfort but we need to support each other in embracing it. When we learn how to embrace it and be courageous is when we will start doing better! We will start creating better policies, creating healthier systems, create systemic change that the world will see as a model for justice."

"You can choose courage, or you can choose comfort, but you can't choose them both." –Brené Brown

Strategic planning

December 2019: Ombudsmen staff participated in a strategic planning discussion

- “Realty Check”: Recognize and name barriers to obtaining the vision of the program.
  - Need for intentional focus on serving persons of diverse communities.
  - Need to define staff training needs, build trust , and establish safe deliberate staff discussion forums
- Established Equity & Inclusion Committee

Definition of Equity

- We achieve equity when every person in a community has what they need to reach their full potential and by helping to increase their social, economic and political assets. We will work with others to take a systemic approach to promote the physical, mental, social and economic well-being for people of all ages across all ethnicities and culture.
- To have access to various supports and assistance on specific needs/abilities, and identify/eliminate barriers to create opportunities for all to achieve their fullest potential free from prejudice, discrimination and systemic inequities.

Book Club

- How to be an Anti-racist by Ibrahim X. Kendi, 2021 - 2022
  - The book is organized into chapters that examine a different theme through a racial lens. Themes include: "dueling consciousness", "power", "biology", "ethnicity", "body", "culture", "behavior", "color", "white", "black", "class", "space", "gender", and "sexuality“.
  - Kendi argues that the opposite of racist is anti-racist rather than simply non-racist, and that there is no middle ground in the struggle against racism; one is either actively confronting racial inequality or allowing it to exist through action or inaction.
- A Good Time for the Truth edited by Sun Yun Shin, 2022 – 2023
  - Sixteen of Minnesota's best writers provide a range of perspectives on what it is like to live as a person of color in one of the whitest states in the nation. Minnesota communities struggle with some of the nations worst racial disparities. The authors confront and consider the realities that lie beneath the numbers.

Video Club

- Video Club, 2022
  - 2 sessions with videos on: LGBTQ+ residents in LTC, ageism, older adults living in poverty.
- Video Club, 2023
  - “The Past is Alive Within Us: The US – Dakota Conflict” This PBS documentary examines one of the most difficult chapters of Minnesota’s history: the state’s involvement in the U.S.-Dakota Conflict as the Civil War was simultaneously raging. President Abraham Lincoln signed the order for the execution of 38 Santee Sioux Indians in response the U.S.-Dakota War of 1862.
  - "The surrendered Dakota warriors were held until military trials took place in November 1862. Of the 498 trials, 300 were sentenced to death, though the president commuted all but 38.

Intercultural Development Inventory (IDI)

- IDI is an online assessment of inter-cultural competence that can
- Provides profile results at an individual or organizational level.
- The results indicate a position along an inter-cultural development continuum indicating a target for the next stage of growth.
- The assessment questions allow people to describe their experiences in terms of cross-cultural goals, challenges, critical incidents they face and navigating cultural differences.
- Staff member is a Qualified IDI Administrator. Administers assessment and works with the team to interpret Individual and Group IDI results.
- IDI Group Profile reports - provides a snapshot of how a group approaches cultural differences and similarities and can be used to inform next developmental steps for the group.

Office of
Ombudsman for
Long-Term Care

Thank You!

Cheryl Hennen

Cheryl.Hennen@state.mn.us

651-431-2553

IDoA's Diversity, Equity, Inclusion and Accessibility Initiative

Kelly Richards

Illinois State Long-Term Care Ombudsman

July 2024

Call to Action

- Push for change from inside the halls of power
- Address racial inequities in our state
- Work together on policies and procedures that make Illinois equitable
- Mission to promote and instill a culture of equity
- Create mandatory DEI training for all agencies
- Ensuring the work environments are inclusive and welcoming

Establishment of IDoA's Equity Advisory Council

- Purpose of the Council is to implement the IDoA DEIA plan
- Develop and implementation of four DEIA goals
- DEI Survey
- Each member is part of a smaller subcommittee assigned to work together to implement specific goals

Goals for the Equity Advisory Council

- **Goal 1** Ensure programs administered and monitored by the Department on Aging reflect the values of racial equity, cultural competency, and diversity.
- **Goal 2** Increase IDoA staff diversity in Springfield.
- **Goal 3** We will develop a work culture that promotes racial equity and diversity

Goal 1 Strategy

- **Goal 1** Ensure programs administered and monitored by the Department on Aging reflect the values of racial equity, cultural competency, and diversity.

Objectives

- Development of Program Policies and Communication to ensure the use of racial and culturally appropriate language
- Increase contract opportunities for providers and organizations that reflect the diversity of older adults
- Educate employees about DEI, implicit bias and cultural competency
- Train provider organizations and their employees about DEI, Implicit bias and cultural competency
- Increase membership on IDOA Advisory Councils to reflect diverse populations
- Provide more leadership opportunities for diverse staff members

Goal 2 Strategies

- **Goal 2** Increase staff diversity in Springfield.

Objectives:

- Expand recruitment efforts in underserved and underrepresented communities and communities of color.
- Increase Diversity of the Management Team

Goal 3 strategies

- **Goal 3** We will develop a work culture that promotes racial equity and diversity.

<u>Objectives:</u>

- Provide training on racial equity, cultural competency and unconscious bias for staff.

Strategic Planning

- Quarterly Coffee with the Director
- Updates on DEIA efforts in IDoA Bi-monthly Newsletters
- Ancillary Trainings
- Book/Video List of Resources Regarding DEI

Next Steps

- Measure progress with Goals for the Equity Advisory Council
- Engage with Office of Equity resources
- Release another survey to all staff
- Incorporate similar process in Ombudsman program

DEIA Video Resources

https://www.youtube.com/watch?v=J3Fh60GEB5E= Pronouns video

https://www.youtube.com/watch?v=YrHIQIO_bdQ = Ken and Jamal video, systemic racism video

https://www.youtube.com/watch?v=2hj8A6pYM8U = Bias video

https://www.youtube.com/watch?v=HrCgBLoMxTQ = recap of microaggression-mosquito bite video

Inclusion starts with I

DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY (DEIA)

- ***All people have the right to access health and social care that treats them with dignity and respect. This means it is essential for all providers to consider how to promote equality and diversity in a care home.***
- ***Whether it be race, religion or beliefs, or sexual orientation, each person deserves to have their identity and individual needs recognized. Without this, quality healthcare cannot be provided.***

Defining Diversity and Inclusion

"…creating, fostering, and sustaining practices and conditions that encourage and allow each of us to be fully ourselves – with our differences from and similarities to those around us…."

What are some words you associate with feeling excluded?

Included?

A product of SAGE's National Resource Center on LGBT Aging. © SAGE, National Resource Center on LGBT Aging, 2014

DIFFERENT

BUT EQUAL

Defining Diversity and Inclusion

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A product of SAGE's National Resource Center on LGBT Aging. © SAGE, National Resource Center on LGBT Aging, 2014

- Tasia Stackhouse
- Regional Ombudsman
- Waccamaw Regional Council of Governments

- 1230 Highmarket St
- Georgetown, SC 29440
- 843-436-6145 Office
- 843-833-5263 Cell
- https://wrcog.org/

- ~Thank you~

NEW DEIA Self-Assessment

- DEIA Definitions
- Program Considerations
  - Policies & Practices
  - Inclusion, Representation, & Accessibility
  - Training & Support
- Key Resources
- https://ltcombudsman.org/uploads/files/support/deia-self-assessment.pdf

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SELF- ASSESSMENT

Diversity, Equity, Inclusion, and Assessment (DEIA)

Self-Assessment for Long-Term Care Ombudsman Programs

Older adults of historically marginalized communities (those that have been excluded from the "dominant social, economic, educational, and/or cultural life"[1]) often come into long-term services after experiencing a lifetime of barriers due to discrimination. The U.S. Census estimates that more than half of Americans will belong to a minority group by 2044, so the need for inclusive, culturally aware, and trauma-informed services will continue to increase.[2]

Diversity, equity, inclusion, and accessibility (DEIA) are essential elements for creating a foundation that ensures fair treatment and full participation of all individuals, especially those that have been underrepresented and marginalized.

This self-assessment checklist is designed to introduce DEIA terminology to Long-Term Care Ombudsman Program (LTCOP) operations and activities; provide a starting point for program management, advocacy, and outreach with a DEIA lens; and assist LTCOPs in identifying areas for growth in ensuring equitable and inclusive services. This is an introduction, not a comprehensive list of considerations when recruiting, hiring, and supporting staff and volunteers; serving residents; conducting systems advocacy; providing consumer education; and other program activities.

Definitions[3]

Diversity: The practice of including the many communities, identities, races, ethnicities, backgrounds, abilities, cultures, and beliefs of the American people, including underserved communities.

Equity: The consistent and systemic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment.

Inclusion: The recognition, appreciation, and use of the talents and skills of employees of all backgrounds.

Accessibility: The design, construction, development, and maintenance of facilities, information and communication technology, programs, and services so that all people, including people with disabilities, can fully and independently use them.

DEIA SELF-ASSESSMENT[4]

The self-assessment includes program considerations in three categories: policies and practices; inclusion, representation, and accessibility; and training and support. Review the following statements and select the response that most closely reflects your program's status (Yes, No, Unsure).

Use the blank section for notes about your initial thoughts regarding areas of difficulty, what you have done in each category, and/or plans for improvement. For some of the broader statements, you may have multiple answers and need notes on specific action steps. For example, you may have non-discrimination policies that apply to hiring staff but may not have similar policies for recruiting and hiring volunteers.

POLICIES & PRACTICES

	YES	NO	NOT SURE
A high-level commitment to DEIA is a priority for our program.			
NOTES:			
Our program has, or participates in, a group or taskforce to discuss and plan for on-going advancement of DEIA.			
NOTES:			
Our mission, vision, and/or values demonstrate a commitment to DEIA.			
NOTES:			
DEIA goals are part of our strategic plan.			
NOTES:			
Our program treats residents with respect and their differences are valued.			
NOTES:			

NEXT STEPS

There is no "right" or "wrong" way to use this self-assessment, as there are many ways you can move forward after completing this tool.

For example, after completing the self-assessment, you could choose one section to analyze further. When analyzing a section, you could work with your program to develop a plan to bring each statement that is currently "no" or "unsure" to "yes" and/or you could identify areas where additional expertise, discussion, and/or training is needed to move forward.

This is not a comprehensive list of considerations, but a starting point for continuous improvement. For examples from other programs or requests for technical assistance, please contact NORC, ombudcenter@theconsumervoice.org.

RESOURCES

Older Adults' Equity Collaborative | ACL Administration for Community Living
The Older Adults' Equity Collaborative (OAEC) includes five ACL-funded national Minority Aging Technical Assistance and Resource Centers (TARCs) that each focus on serving a unique community. Together, they work to ensure access and equity across aging services programs by providing technical assistance (TA) to the aging services network.

Diversity and Cultural Competency | ACL Administration for Community Living
Information and resources from ACL to help increase access to and improve programs for our diverse American population.

Section 504 of the Rehabilitation Act of 1973 Part 84 Final Rule Fact Sheet
Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in programs and activities that receive Federal financial assistance, including the Long-Term Care Ombudsman program. The Department of Health and Human Services (HHS) Office for Civil Rights (OCR) has issued a final rule to advance equity and bolster protections for people with disabilities. The final rule updates, modernizes, clarifies, and strengthens the implementing regulation for Section 504.

Consumer Voice DEIA Work

- DEIA Committee
  - Internal
  - Support
  - Policy
- Training opportunities (e.g., conference plenaries and sessions and webinars)
- 2024 Consumer Voice Conference (September 23-26, San Francisco)
  - Session
  - Roundtable discussion
- Listening sessions
- Contact Us! info@theconsumervoice.org

The National CONSUMER VOICE for Quality Long-Term Care

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Discussion

In Closing…

- Use the new self-assessment statewide and locally
- Borrow some of the tips provided by speakers today
- Review the resources included in the self-assessment resources
- Share your questions, improvements, and challenges with us at ombudcenter@theconsumervoice.org

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We Want to Hear from YOU!

https://www.surveymonkey.com/r/YPFX6CM

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