

# Working with diverse people: Video 4

## Transcript

- We do have a bit of a mix of cultural diversity amongst our residents. We are a reflection of the community and we are seeing a lot more of the Eastern Asian cultures entering our home.

- Obviously, when a resident comes in we assist the resident and then we find out all about their history about their life and what we do is we then look at the programs, and how we can support those residents individually whether it's in a group setting, a community setting, or within the home. We celebrate through food. We offer entertainers that come into the home.

- We have to ensure that we cater for their special holidays, any memorable events in their cultural context, as well as their language.

- We have interpreter services available within the home that we use and we also use our own staff that communicate with different languages. Here at Livingston Gardens, we've got a great community program. We have pastoral care visits that come in. We also provide CVS community visitors. We also have special days. We just had Leslie Chan that came out and he celebrated cooking for the whole of the home. So he was, in 2015, Master Chef. We have, once a month, the residents pick a particular background of a country that they might want to travel to so we call it like an Armchair Travel so we put up all the food displays and we talk about that. We talk about the different languages and this promotes the residents that they feel that they're connected to their country and then we also do movies associated with that as well.

- Every six months, we have a food forum which all residents are invited to participate in. Also, invitations go out to friends and representatives of those residents and we ask them to provide us with some feedback on how we can improve the menu but also cater for different ethnicities and cultures. When residents do come into the home as a new admission, we make all endeavors to ensure we appropriately cater for them.

- We also celebrate within the home. We might have a special theme day for what the residents would like. The breakfast we're gonna be doing a waffle breakfast and that's gonna be across each of the floors. Residents want barbecues, so we organize what they want for barbecues, so we'll organize a barbecue across each of the floors and the levels.

- We are a reflection of the community and there are gonna be people within the Livingston community and the Blue Cross community who identify as part of the LGBT community and we make all efforts to ensure that staff and residents and families are aware of that and provide a safe and inclusive environment for them.

- There's an education program for staff to educate them on how to be more inclusive and celebrate the diversity from the LGBT community. As part part of their education they get taught

about the cultural context, some of the struggles the LGBT community have faced in the past, and also how they can be more safe and inclusive in the language they use, and provide a more safe and dignified environment for our residents. The Proud to be Me initiative was also rolled out to the residents themselves and surprisingly they were very encouraging of the program and I think there were many residents that felt the sentiment that let people just be happy and it was really nice. It's been a fantastic program. It's been very well received.