

Equity in Long-Term Care: Key Findings From the 2024/25 QIP Submissions

In 2024/25, 612 long-term care (LTC) homes submitted Quality Improvement Plans (QIPs), including 578 individual homes and 34 from multisite or multisector organizations. This summary shares insights from the Equity sections in these QIPs.

New for 2024/25, driven by Service Accountability Agreements, the Black Health Plan, and Ontario Health's priority on Equity, is the optional indicator "Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education." We look forward to reporting on progress next year.

To review the data and learn more about the QIPs submitted, visit [Query QIPs](#).

Narrative

In the Equity and Indigenous Health section, homes share quality improvement initiatives that are driving equity, Indigenous health, and Indigenous cultural safety initiatives.

- 429** homes mentioned **training or education** (e.g., delivering EDI education and Indigenous training)
- 254** homes mentioned **language** (e.g., offering materials to residents in several languages)
- 210** homes mentioned **cultural competency** (e.g., developing cultural competency and diversity plans)
- 182** homes highlighted **culturally relevant programming** (e.g., providing religious and spiritual accommodations)

Narrative Bright Spots

“Every summer, we celebrate an event we call ‘Diversity Lunches,’ where team members from different countries are invited to prepare food from their culture each week, which is made available for purchase for everyone. This event aids in bridging a number of gaps that exist between team members, residents, and families and continues to be something everyone looks forward to every year.”

—*The Village of Humber Heights, Toronto Region*

“Niagara Region Seniors Services has supported the development of home Diversity, Equity, and Inclusive Committees to include staff, residents, and families in conversations on how seniors’ services embrace an inclusive workplace and promote collaborative improvements. By sharing a calendar of significant dates that hold special meaning for residents, employees, and community members, our corporation aims to foster a culture of inclusivity and respect.”

—*Douglas H. Rapelje Lodge, West Region*

Workplan

- 320** homes selected the new indicator “% of staff who have completed relevant EDIA-R education”
- 66%** of staff completed relevant EDIA-R education, on average, among homes that selected the indicator



Work on equity indicators is in its early stages for many homes



General EDI education was the **most referenced** type of education



Most homes **aim for 100%** of their staff to complete equity-related education both at onboarding and annually



The most common method of delivering education was through **Surge Learning**



“On admission, our team collects sociodemographic information through a psychosocial assessment. We gather and regularly review information regarding religious, language, social, and cultural background. Our care teams use this information to tailor their approach to meet the needs of each individual resident in the spirit of person-centred care.”

—*Perley and Rideau Veterans’ Health Centre, East Region*