



The Glebe Centre

Health Equity Plan

July 2024



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Introduction

The Glebe Centre has been the cornerstone of care for older residents of the Glebe and surrounding Ottawa area for over 130 years. Beginning in 1886 as Ontario's first Home for the Aged, the Glebe Centre has continued its dedication to seniors through the provision of services, facility-based care, and personal support.

The Glebe Centre is a CARF accredited, not for profit, community-based organization dedicated to providing the highest quality of programs and services. Programs and services are designed to respond to the individual's physical, emotional, social, cultural, and spiritual needs while encouraging and facilitating the maximum degree of independence possible.

Community Programs and Support Services

The Glebe Centre's Community Programs at Abbotsford offer a comprehensive range of programs and services to seniors living in the community. These are all located at 950 Bank Street, a historic building with a rich history. All of our community support services are dedicated to helping people remain in their own homes.

The community programs that are run out of Abbotsford House offer fitness, recreation and artistic programming and clubs as well as lectures and special events.

The Glebe Centre recognizes and promotes the active participation of older adults in the development and modification of policies and programs that affect them. The Centre also works in partnership with other organizations and institutions involved in the field of aging to improve programs and services and respond to the needs of our aging population.

This Equity, Diversity, Inclusion and Anti-Racism plan is guided by the 2025-2030 strategic plan's goals and directions.

Scope

This plan is meant to be part of a dynamic and iterative process, not a one-time document. Through the accountability and learning mechanisms set out below, and through ongoing experience in meeting long term care and community health needs, the principles and directions set out here will continually be elaborated and adapted. This plan covers a three-year horizon, with a series of dovetailed initiatives and projects across the period and annual reporting to keep the overall plan on track and dynamic



Definitions

Health equity is defined as the attainment of the highest level of health for all people. Everyone has a fair and just opportunity to access their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, or other factors that affect access to care and health outcomes. The Glebe Centre is working to advance health equity by designing, implementing, and operationalizing policies and programs that support health for all the people served by our programs, eliminating avoidable differences in health outcomes experienced by people who are disadvantaged or underserved, and providing the care and support that our enrollees need to thrive.

Health Equity Strategic Priorities

Achieving health equity requires reducing unnecessary and avoidable differences that are unfair and unjust. Many causes of health inequities relate to social and environmental factors including income, social status, race, gender, education and physical environment.

Health Equity Strategic Priority #1:

Provide leadership through partnerships to improve health equity in the Glebe Centre

To achieve this strategic priority, we will:

- Embed, align and continue to evolve the Glebe Centre's health equity efforts within the strategic direction of the organization. Build the requirement for Health Equity in the 2025-2030 Strategic Plan with a focus on addressing inequities of care.
- Promote health equity as an essential component in our admission and nursing care processes.
- Adopt, adapt, or develop training modules and tools to help build capacity within the organization.
- Heighten awareness within the Glebe Centre that health equity is a critical dimension of quality and the importance of integrating health equity into practice.

Health Equity Strategic Priority #2:

Increase availability of information to enable better decisions to achieve health equity within the Glebe Centre

To achieve this strategic priority, we will:

- Support the advancement of our data strategy to be able to address health inequities at the practice level.
- Provide equity-related data in organizational reports to support quality improvement efforts.

Health Equity Strategic Priority #3:

Evaluate and support the uptake of promising innovations and practices to improve health equity in the Glebe Centre.

To achieve this strategic priority, we will:

- Collaborate with communities of practice designed to bring people together to share information and best practices about how to improve health equity in Ontario, and to learn from one another and be inspired. In addition, include an emphasis on equity through existing communities of practice.

Health Equity Strategic Priority #4:

Engage residents, members, families and staff in our efforts to address health equity.

To achieve this strategic priority, we will:

- Collaborate and engage those with lived experience as part of integrating equity into our work. For example, recruit more people with lived experience who face inequities and align with partners and community leaders who can introduce us and help us engage.

Health Equity Strategic Priority #5:

Ensure health equity is addressed when patients transition across different care settings.

To achieve this strategic priority, we will:

- Support the reduction of health inequities for residents with complex conditions.

Core Enablers

To successfully deliver the objectives of the Health Equity Plan, we will: •

- ✓ Communicate to heighten awareness about our role, learnings and tools in health equity.
- ✓ Build internal capacity to enable us to better support residents, members, families and staff.
- ✓ Develop an organizational and management structure to support the implementation of the Health Equity Plan.



- ✓ Engage with people with lived experiences to ensure our work is meaningful and will a positive impact. Develop new partnerships and build on existing partnerships to leverage knowledge and experiences to successfully carry out our plan and realize sustained change.
- ✓ Collaborate with partners to facilitate alignment with provincial and regional health equity efforts
- ✓ Apply a change management framework to manage the change required to successfully embed equity into the Glebe Centre.

Appendix A: Action Plan

Strategic Priority	Activity	Key Performance Measures	Target Date
<i>Provide leadership through partnerships to improve health equity in the Glebe Centre</i>	Embed, align and continue to evolve the Glebe Centre's health equity efforts within the strategic direction of the organization. Build the requirement for Health Equity in the 2025-2030 Strategic Plan with a focus on addressing inequities of care.	Development of Strategic Plan with objective and focus of addressing inequities of care at the Glebe Centre.	December 2024
	Promote health equity as an essential component in our admission and nursing care processes	Develop personalized, culturally responsive, and client-centered care questions in admission checklist.	September 2024
	Adopt, adapt, or develop training modules and tools to help build capacity within the organization.	Develop Surge Training module outlining the context, background and approaches for addressing of health inequity within LTC.	June 2025
	Heighten awareness within the Glebe Centre that health equity is a critical dimension of quality and the importance of integrating health equity into practice.	Collaborate with the Nurse educator in the development of training that highlights health inequities in care provision and highlights best practice clinical education to address. Ensure health equity approach is woven throughout all our communications and brand narrative, demonstrating that health equity is a priority and part of our DNA.	March 2025 December 2024
<i>Increase availability of information to enable better</i>	Support the advancement of our data strategy to be able to address health inequities at the practice level.	Develop a corporate wide data strategy in collaboration with Manager of Quality and Risk to ensure visibility into health equity indicators.	March 2025

<i>decisions to achieve health equity within the Glebe Centre</i>	Provide equity-related data in organizational reports to support quality improvement efforts.	Report on health equity indicators during the quarterly Quality Improvement Committee meeting.	March 2025
<i>Evaluate and support the uptake of promising innovations and practices to improve health equity in the Glebe Centre</i>	Collaborate with communities of practice designed to bring people together to share information and best practices about how to improve health equity in Ontario, and to learn from one another and be inspired. In addition, include an emphasis on equity through existing communities of practice.	Maintain membership to Community of Practice, Ottawa East. Participate in meeting and share successes, challenges and opportunities for improvement.	Ongoing
<i>Engage residents, members, families and staff in our efforts to address health equity</i>	Collaborate and engage those with lived experience as part of integrating equity into our work.	Engage with Resident and Family Council to discuss, develop and implement strategies to address health inequity at the Glebe Centre. Develop health equity related voluntary survey questions for the annual Resident Survey	September 2024 December 2024

<i>Ensure health equity is addressed when patients transition across different care settings</i>	Support the reduction of health inequities for residents with complex conditions.	Engage with Resident and Family Council to discuss, develop and implement strategies to address health inequity at the Glebe Centre.	September 2024
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