



CULTURALLY RESPONSIVE CARE TOOLKIT

FOR PALLIATIVE AND END OF LIFE CARE

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DEVELOPED BY:



Project Funded By: Alberta Health

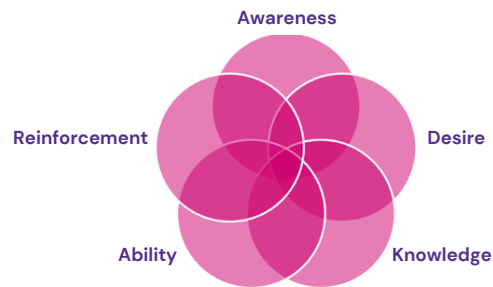
Purpose

To sustain cultural responsiveness for families, caregivers, and the care team in the Palliative and End of Life stages.

The Challenge

Existing learning may not fit the needs of today's care workers, they take a **significant time commitment, and the results do not seem to be sustained**. The Culturally Responsive Care toolkit uses the ADKAR method to sustain cultural responsiveness in palliative and end of life care.

ADKAR, Change Process



Development Process

- Developed in collaboration with the Expert Advisory Committee from various sectors
- Review of the literature and best practices
- 240** surveys and **18** focus groups involving **111** staff, volunteers, physicians, residents and family/caregivers. to gather insights
- Piloted across **6** organizations, covering **14** multicultural and rural sites

Designed for Healthcare Providers

The toolkit was designed to address the growing need for culturally responsive care.

- Practical, accessible and interactive**
- 5 modules with smaller digestible segments
- 5-10 minute experiences with reflection and interactive activities
- Learners can engage individually, with a colleague or as a team



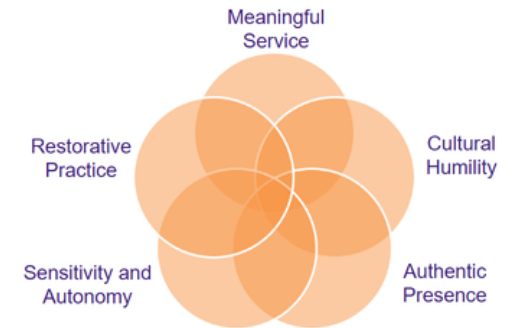
Satisfaction and autonomy for all team members, including residents and families/caregivers



Culturally responsive care is akin to a vibrant garden, rich with diverse beliefs and values, tradition, social norms and spirituality.

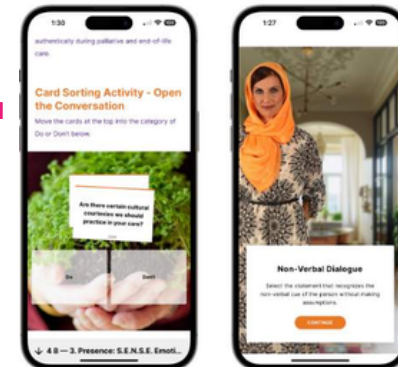
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5 Interactive Learning Modules



"I can choose any time whenever it is convenient for me."

"The resident choice dialogue activity had a lot of examples that I think nurses could experience in real life. It was helpful to see examples of how to respond accordingly."



We extend our heartfelt gratitude to our partners. These include the passionate community of families, caregivers, staff, volunteers, leaders, and experts who contributed to the development of this educational experience.

A special thank you to the organizations who supported the pilot:



**ACCESS THE
EDUCATIONAL
TOOLKIT**

