



OANHSS

# Diversity in Action

**A**s Canada continues to embrace multiculturalism, seniors' care and service organizations are seeking information and support to effectively respond to the diverse cultural preferences, languages and religious practices of their residents and staff. *Diversity in Action – A Toolkit for Residential Settings for Seniors* is a resource-rich new answer. This toolkit provides tools, ideas and sample practices that address cultural diversity and inclusiveness among residents, families, staff and volunteers. Gain an understanding of diversity and inclusiveness through an introduction to the concepts and practical aspects of the toolkit. Working in small groups, you will see how you can use this resource to plan and develop new approaches. Learn the steps for putting diversity into action as an individual and as an organization.

## Participants will:

- Enhance leadership skills related to culture and diversity.
- Understand cultural competence in seniors' residential settings.
- Hear about best practices in the sector and related sectors.
- Find out how to use the tools for planning, problem solving, program development, implementation and evaluation.

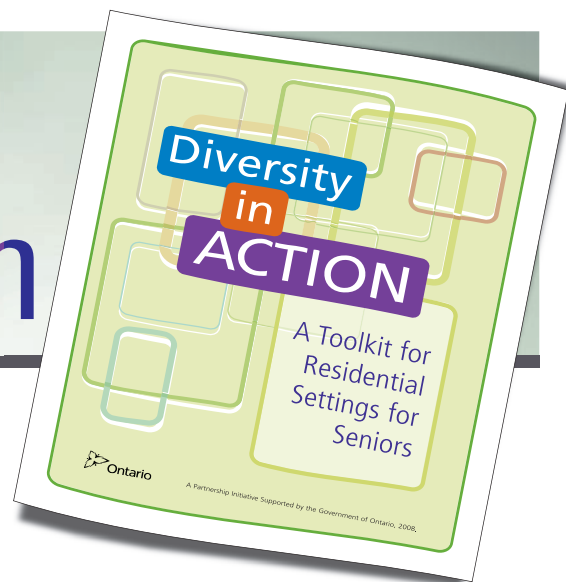
## Who Should Attend?

- CEOs/Administrators
- Board Members
- Senior Managers/Department Heads
- Front line staff from all departments

## Facilitator

**Thora Smaller** has been consulting in residential settings for seniors for a number of years and was a member of the toolkit project team. Thora worked for the City of Toronto, Homes for the Aged, in various capacities, including culturally sensitive program development.

Guest speakers from OANHSS regions to be confirmed.



**Monday, February 23, 2009**  
**10:00 a.m. – 4:00 p.m.**  
The Perley and Rideau Veterans'  
Health Centre, Ottawa

**Members \$179**  
**Non-Members \$199**

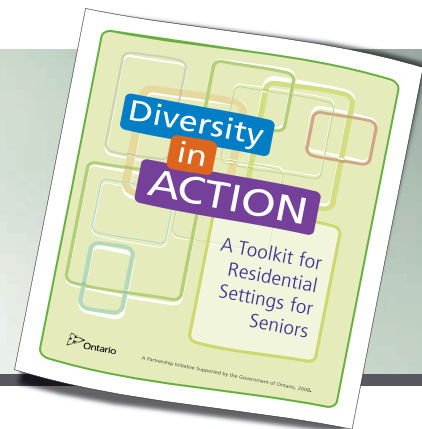
Fee includes lunch, breaks, parking and resource material (includes *Diversity in Action – A Toolkit for Residential Settings for Seniors*)

## Three **easy** ways to register!

1. Print off the registration form (pdf format) and fax completed copy to OANHSS at 905-851-0744.
2. Register online at **www.oanhss.org**
3. Contact Nina Zivkovic at [nzivkovic@oanhss.org](mailto:nzivkovic@oanhss.org) or 905-851-8821 x246 to request a registration form by fax.



# Diversity in Action



## Registration Form

PLEASE PRINT OFF THIS REGISTRATION FORM AND FAX TO 905-851-0744

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

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## Registration Fee:

\$179 Members       \$199 Non-Member Rate

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## Method of Payment:

Cheque enclosed (payable to OANHSS)     Fax (cheque must follow by mail)     VISA

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Signature \_\_\_\_\_

## Cancellations:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions. The OANHSS Education Department reserves the right to cancel or reschedule this program. All registered delegates will receive a confirmation letter, receipt and map.

## Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants.

If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at [nzivkovic@oanhss.org](mailto:nzivkovic@oanhss.org). To access our privacy policy go to [www.oanhss.org](http://www.oanhss.org).



## Please send registration form and cheque to:

**Nina Zivkovic, Ontario Association of Non-Profit Homes & Services for Seniors**

7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7

905-851-8821 ext. 246, [nzivkovic@oanhss.org](mailto:nzivkovic@oanhss.org)

[www.oanhss.org](http://www.oanhss.org)

## FOR OANHSS USE ONLY

Delegate #: \_\_\_\_\_

Date Received: \_\_\_\_\_

Date Entered: \_\_\_\_\_

Fees Paid: \_\_\_\_\_