



# Diversity and Inclusion in Continuing Care

A Resource for Clients, Families, Visitors and Healthcare Providers

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Alberta Health Services (AHS) Continuing Care Providers want all clients, families, visitors and healthcare providers to feel safe and welcome. We value each person's diversity and want to provide inclusive care environments.

## Diversity

When we refer to 'diversity' we are talking about the variety of unique dimensions, qualities and characteristics we all possess, both visible and invisible, such as our personality, age, gender, sexual orientation, ethnicity, personal habits, appearance and religious beliefs, to name a few. We are all diverse!

## Inclusion

Inclusion refers to our behaviours and how we treat one another. It is about creating a culture that embraces, respects, accepts and values our differences. The Canadian and Alberta Human Rights Acts establish everyone's right to be treated with dignity, respect and freedom from discrimination. These Acts list legally prohibited grounds of discrimination: sexual orientation, gender expression and gender identity, race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income and family status.

AHS Continuing Care providers have made it a priority to enhance the awareness and knowledge of our clients, families, visitors and staff so we can all create safer and more welcoming care environments for everyone.



## Role

We all have roles to play in creating safer and more welcoming care environments, including:

- Respecting the uniqueness of each person
- Ensuring your behaviours do not limit the inclusion of others
- Practicing inclusive and welcoming behaviours

## Resources

AHS has developed resources for clients, families, visitors and healthcare providers to enhance your awareness and knowledge for creating safer and more welcoming care environments.

[You Belong at AHS](#)

[Diverse Populations](#)

[LGBTQ2S+ / Sexual and Gender Diversity](#)

[Sexual Orientation, Gender Identity & Expression: Safer Places Toolkit](#)

[Seniors and Continuing Care – LGBTQ2S+ Resources for Providers](#)

## Concerns & Feedback

If you have a concern, please speak with the continuing care manager (or their designate). Together, you and the manager can explore ways to have your concerns addressed.

You can also contact the AHS Patient Relations Department: 1-855-550-2555 or [patient.feedback@ahs.ca](mailto:patient.feedback@ahs.ca).

If you suspect abuse, contact Protection of Persons in Care at 1-888-357-9339 or visit the Health Alberta [website](#).

For more information email [continuingcare@ahs.ca](mailto:continuingcare@ahs.ca).