



FRIA's Diversity Initiatives

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The following three projects are representative of FRIA's efforts to reach out to diverse communities and facilitate organizational cultural competency.

➤ **The Minority Outreach Project**

A 2 year grant funded project (Private Foundation grant) based on an influx of calls to FRIA's helpline from minority families who stated they did not attend Comprehensive Care Plan meetings in the nursing home for a variety of reasons that fell under the banner of cultural barriers. The project focused on African American and Latino communities in nursing homes, utilizing a pre and post survey process surrounding a cultural sensitivity training program. Families were also given a training program on CCP meetings.

Results

- Describing ethnicity is challenging – it is hard to get a true picture of ethnic makeup. (For example, people self-identify in many different ways.)
- Just bringing up the idea of cultural awareness starts to create a change for the positive toward cultural sensitivity.
- The Project succeeded in improving translation resources, menu changes, and an increase in culturally related activities in three nursing homes.
- FRIA created a newsletter issue specifically on Cultural Diversity to empower families to seek culturally appropriate care.

➤ **The AgeSmart Initiative**

A yearlong grant funded project (City Council Funding) to 1) Translate FRIA's brochures into Spanish and 2) Create an English/Spanish document about discussing your future health care decisions. In 2003 FRIA acquired a full time Spanish speaking helpline counselor and began a move toward becoming more fully bilingual.

- FRIA maintains a series of brochures for helpline callers and professional caregivers on common nursing home care issues including: Pressure Sores, Comprehensive Care Planning, Overmedication, Mobility and Food/Nutrition. All brochures were translated into Spanish.
- A new booklet called: Age Smart: Let's Talk About Your Future Health was created in English and Spanish. This booklet provides tips on advance directives including: how to have a discussion on advance directives, how to be a good health care proxy and the different types of advance directives

➤ **The Immigrant Long Term Care/ Medical Deportation Work Group**

The New York Immigrant Coalition and New York Academy of Medicine initiated this workgroup to discuss issues of Long Term Care for undocumented New Yorkers. This workgroup has been an opportunity for FRIA to engage with ethnic groups beyond Hispanic and African American populations, as well as to learn more about barriers to Long Term Care for underserved populations. While the workgroup has taken a more legal bent, FRIA continues to collaborate with the New York Immigrant Coalition and is working on seeking funding for a grant project for public education on long term care in immigrant communities.