

Navigating Cultural Sensitivity and Accessibility in Facility Environments to Promote Inclusivity



1

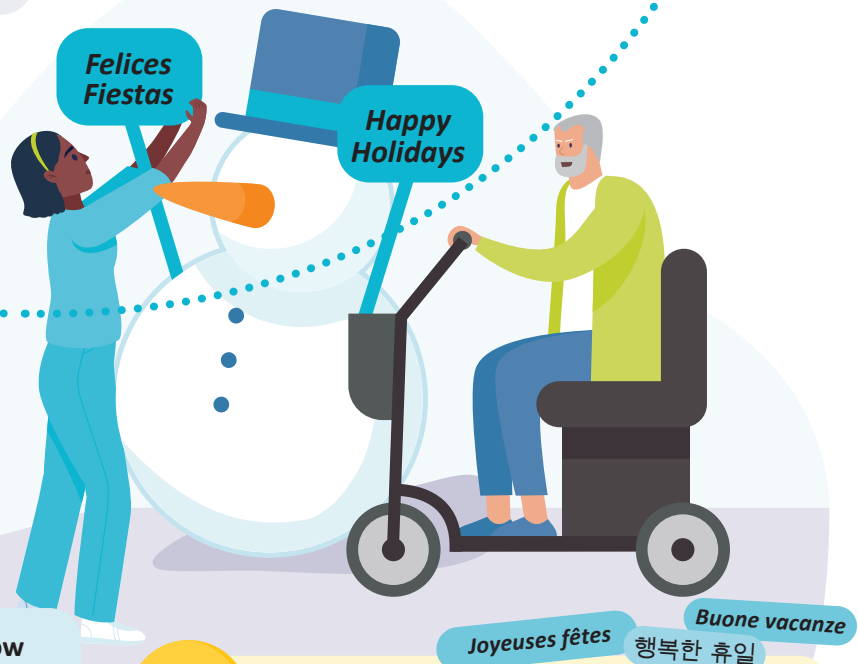
A non-Hispanic White male in his 70s, who used a motorized wheelchair, knocked over a holiday decoration twice that was taking up a large portion of the lobby.

What could have been done differently?
The facility could have done an assessment to determine if the decoration was being knocked over because of issues with the patient controlling the wheelchair or other environmental factors. The facility could have also talked with the patient to ensure the patient was okay.

2

The facility forbid the patient from using the motorized wheelchair while in facility.

What could have been done differently? The facility could have recognized the importance of inclusivity and the patient's right to mobility and ensured that American Disability Act (ADA) regulations were being met.



3

The Network staff suggested a review of how the decoration may have affected a person who uses a wheelchair to get around. The Network also suggested cultural sensitivity training because the signs did not have languages representative of the patient population.

What could have been done differently?
The facility could have ensured that all spaces are accessible to persons who use a wheelchair. The facility could have implemented a policy for inclusive and diverse decorations and provided regular cultural sensitivity training to the staff to foster an inclusive environment.

4

After speaking to the Network, the facility interviewed the patient and learned that the patient encountered challenges moving his wheelchair around the holiday decoration and was offended that his preferred language was not represented in the decoration.

What could have been done differently?
The staff could have engaged with the patient earlier to understand his perspectives and feelings and implement a regular feedback mechanism to collect feedback from patients and staff about the facility environment.

Continuous engagement with patients to collect feedback about the facility's inclusivity should be incorporated into regular staff activities. Additionally, leadership should support policies and training that help foster cultural sensitivity within the facility.