



**BC** PATIENT SAFETY  
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**Patient  
Voices  
Network**

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BC PATIENT SAFETY & QUALITY COUNCIL

# Culturally Safe Engagements

## What Matters to Indigenous (First Nations, Métis and Inuit) Partners?



# Presenters



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# Why include Indigenous Voices?

- Declaration on Rights of Indigenous Peoples Act (**Self-Determination**)
- British Columbia Cultural Safety and Humility Standard (**Quality Care**)
- In Plain Sight (**Anti-Racism**)
- Truth and Reconciliation: Calls to Action
- Reclaiming Power and Place: Calls for Justice



# Cultural Safety

A culturally safe environment can only be defined by the Indigenous person receiving care and does not profile or discriminate against the person but is experienced as respectful, safe and allows meaningful communication and service. It is a physically, socially, emotionally and spiritually safe environment, without challenge, ignorance or denial of an individual's identity. To be culturally safe requires positive anti-racism stances, tools and approaches and the continuous practice of cultural humility.

– In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in B.C. Health Care (*page 11*) November 2020





# Cultural Humility

A life-long process of self-reflection and self-critique to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience. It is foundational to achieving a culturally safe environment. "While western models of medicine typically begin with an examination of the patient, cultural humility begins with an in-depth examination of the provider's assumptions, beliefs and privilege embedded in their own understanding and practice, as well as the goals of the patient-provider relationship"

- College of Physicians and Surgeons of British Columbia, 2022; p. 1) Undertaking cultural humility ensures Indigenous peoples are partners in the choices that impact them throughout their care (FNHA, 2016a; Turpel-Lafond, 2020a).









# Indigenous Inclusion Group 2020-2021

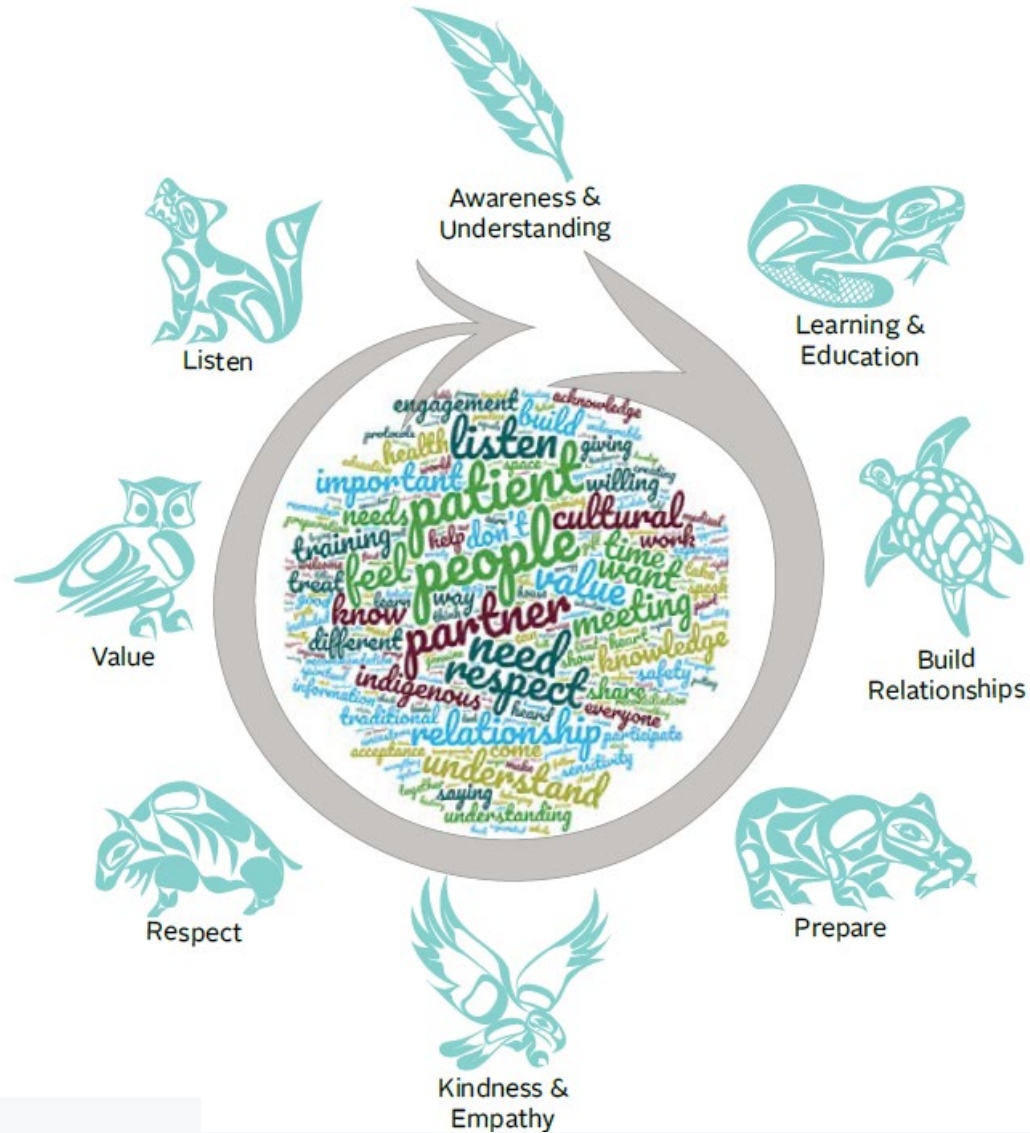


# Northern All Nations June 2020

# April 2021 Provincial Relationship Building Meeting



# Key Principles in Culturally Safe Engagement



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## Culturally Safe Engagement: What Matters to Indigenous (First Nations, Métis and Inuit) Patient Partners?

This document was created from the voices of Indigenous patient partners in June 2021 and is written using their words. Partners were asked what mattered to them when participating in Indigenous culturally safe patient engagement opportunities. Eight key principles, starting with Awareness & Understanding and ending with Listen, emerged along with a series of recommended actions. As you consider your role in creating a safer space, please be curious and open to learning as you engage Indigenous voices.

- 1. Awareness & Understanding**  
Acknowledge the history of racism in Canada and the impact of systemic racism. Have a level of cultural awareness and sensitivity.  
Start off well. Provide a meaningful land acknowledgement.  
Get to know people from the territory you work and live on. Be a lifelong learner.  
Avoid translation exhaustion.
- 2. Learning & Education**  
Humility is key to being influenced by Indigenous culture and open to learning.  
Complete cultural safety and humility training before working with us.  
Research local cultural practices and protocols.
- 3. Build Relationships**  
Get to know us in order to balance the power dynamic, enable collaboration and build trust. Consider ways to learn about our culture and connect with us.  
Include time for relationship building throughout the project.  
Be aware of sensitivities in building relationships due to generational trauma. We suggest you consider the plan for trauma-informed practice.
- 4. Prepare**  
Provide documents well in advance of the meeting and allow opportunity for questions to be asked.  
Be aware of cultural seasonal practices and events and prepare to be flexible.  
Send relevant documents ahead of time. Make pre-meetings and debriefs standard practice.  
Ask us if email communication is acceptable or if printed materials are preferred.

**Culturally Safe Engagement: What Matters to Indigenous (First Nations, Métis and Inuit) Patient Partners? Companion Guide**

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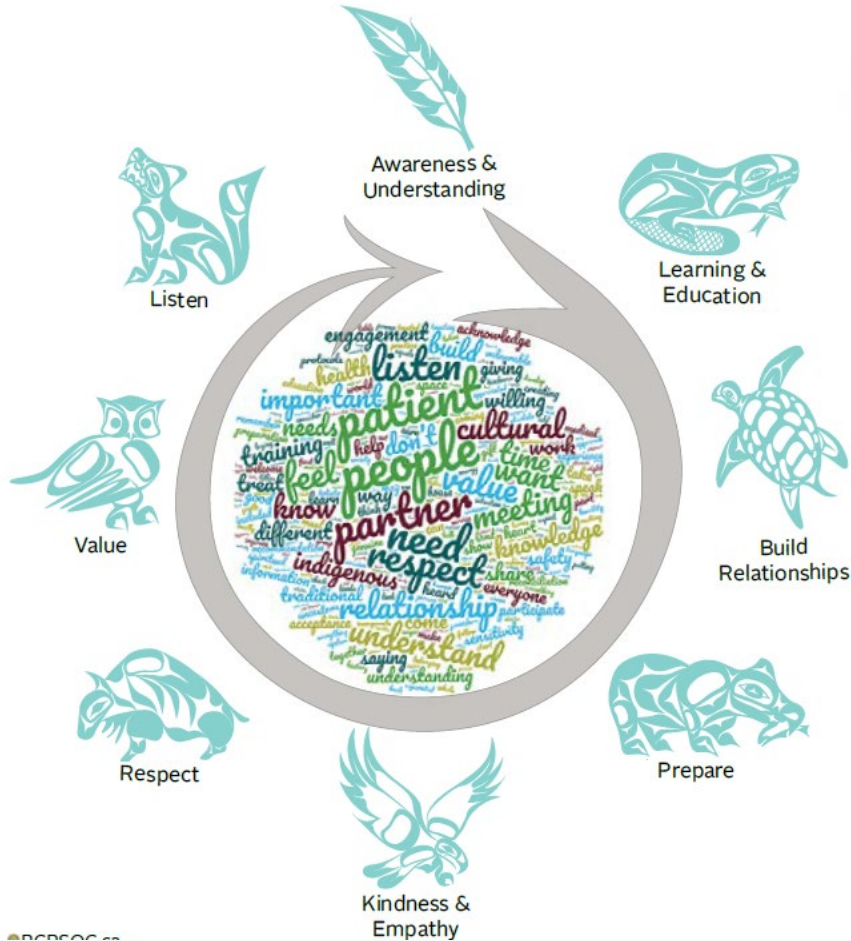


# Ways to Use the two resources

- Personal reflection
- At a meeting
- In planning your engagement activities
- With your family



# Key Principles in Culturally Safe Engagement



[LINK](#)



# Thank You!

