

# Aboriginal Health Cultural Safety Framework and Action Plan

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Vancouver Coastal Health



First Nations Health Authority  
Health through wellness



BC PATIENT SAFETY  
& QUALITY COUNCIL  
Working Together. Accelerating Improvement.

# Interacting in WebEx

The screenshot displays the WebEx meeting interface. On the left is a whiteboard with a list of tools. On the right are panels for Participants, Audio, and Chat. Orange boxes highlight specific elements: the Pointer and Text tool icons in the top toolbar; the Raise Hand, Yes, and No icons in the bottom toolbar; the Audio button in the bottom toolbar; and the Chat panel at the bottom right.

Webex Tools:

1. Pointer →
2. Raise Hand 🙋
3. Yes ✓ / No ✗
4. Text tool
5. Chat

Participants

Speaking:

Panelist: 1

BCPSQC - 2 (Host, me)

Attendee: 0

Audio

Chat

Send to: All Participants

Select a participant in the Send to menu first, type chat message, and send...

Send



# WebEx Audio

Look for the phone icon beside your name:

- Enables you to easily mute/unmute line
- Promotes more effective discussion



# WebEx Audio

If there is NO phone icon beside your name:

1. Stay on WebEx. Hang up telephone

2. Pop-up window will appear

– If not, click on “Audio” button



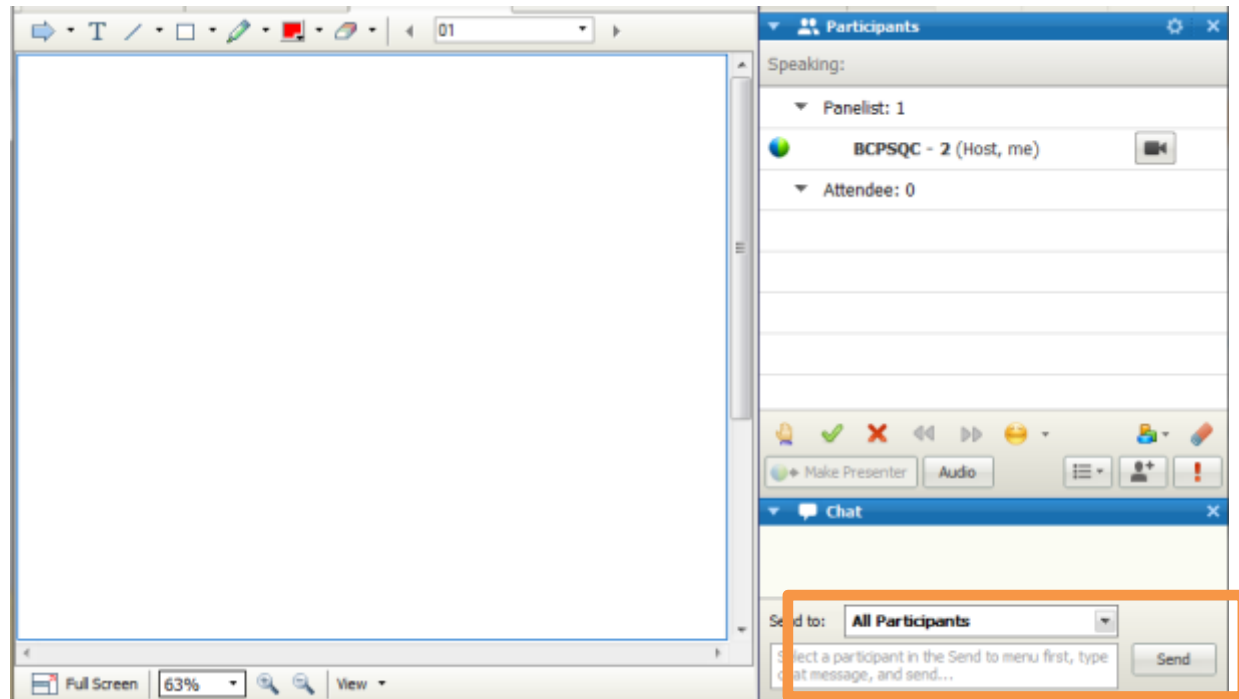
3. Pop-up window displays the dial-in details

4. If possible, **do NOT use** the “Use Computer Headset” option



# WebEx Chat

- We invite you to introduce yourself in the chat panel (all participants)
- Let us know your name and where you are from!



# We Are Recording!

- This session is being recorded



# Slides and Recording

- The link to the recording and slides will be distributed via e-mail to all participants and posted on the FNHA and Council sites



# Twitter

- Twitter Handles:
  - @LeslieBonshor
  - @FNHA
  - @BCPSQC
- Hashtags:
  - #culturalhumility
  - #itstartswithme





# Sensitive Subject Matter

- Due to the sensitive subject matter and stories shared during the webinar sessions participants may become triggered. Please ensure you have prepared a support system for yourself in advance in which you may have easy access to. This could mean an Elder, trusted mentor/family/friend, Counsellor and/or crisis contact number.
- If you need support please do not hesitate to call the toll free crisis line here in the province of BC (1-800-588-8717). Or if you prefer, have a number prepared in advance locally.



# Host Territory Recognition



# Aboriginal Health Cultural Safety Framework and Action Plan

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# Introductions



@LeslieBonshor

# Giving Thanks



# Aboriginal Health Cultural Safety Framework and Action Plan

Leslie Bonshor  
Sept 6, 2017





# Cultural Safety & Humility today's intention

- To share some components of the 'how'
- Recognizing the need to define the commitments and the actions of Cultural Safety and Humility for our RHA's





# VCH – Aboriginal Cultural Competency Policy

- **Policy identifies three areas for implementation to transform care and improve health outcomes:**
  1. Aboriginal Leadership in Health Care
  2. Acknowledgment of First Nations Traditional Territory
  3. Cultural and Ceremonial use of Tobacco and Smudging Medicines

CA\_5200 (July 2015)



# Provincial Declaration of Commitment

**DECLARATION of COMMITMENT**

*In July, 2015, all BC Health Authority CEOs signed the declaration to demonstrate their commitment to advancing cultural humility and cultural safety within health services.*


*This Declaration of Commitment is based on the following guiding principles of cultural safety and humility:*


*Cultural humility builds mutual trust and respect and enables cultural safety.*

*Cultural safety is defined by each individual client's health service experience.*

*Cultural safety must be understood, embraced and practiced at all levels of the health system including governance, health organizations and within individual professional practice.*

*All partners, including First Nations and Aboriginal individuals, Elders, families, communities, and Nations must be involved in co-development of action strategies and in the decision-making process with a commitment to reciprocal accountability.*

  
MR. STEPHEN BROWN, DEPUTY MINISTER, MINISTRY OF HEALTH

  
MR. JOE GALLAGHER, CHIEF EXECUTIVE OFFICER, FIRST NATIONS HEALTH AUTHORITY

  
MS. MARY ACKONHUSEN, PRESIDENT AND CHIEF EXECUTIVE OFFICER, VANCOUVER COASTAL HEALTH



# The Truth and Reconciliation Commission's Calls to Action

## **Calls upon all levels of government to:**



Increase the number of Aboriginal professionals working in the health-care field.



Ensure the retention of Aboriginal health-care providers in Aboriginal communities.



Provide cultural competency training for all healthcare professionals.



# BC Health Regulatory Bodies



## DECLARATION of COMMITMENT

### MARCH 1, 2017

#itstartswithme

CULTURAL SAFETY AND HUMILITY IN THE REGULATION OF HEALTH PROFESSIONALS  
SERVING FIRST NATIONS AND ABORIGINAL PEOPLE IN BRITISH COLUMBIA

**Our Declaration of Commitment:** Our regulators are committed to ensuring cultural safety and humility among patients, health professionals, and health providers in British Columbia. We are committed to the health and well-being of all people in BC, and to the safety and quality of the health services we provide. We are committed to the safety and quality of the health services we provide. We are committed to the safety and quality of the health services we provide.

**The Declaration of Commitment is based on the following guiding principles of cultural safety and humility:**

- Cultural safety:** is a way of being that respects individual and systemic issues and to develop and maintain healthy and respectful relationships based on mutual trust.
- Cultural humility:** is an attitude based on respectful engagement that recognizes and seeks to address power imbalances related to the health care system. Cultural safety is the outcome of people being safe when receiving health care services.
- Cultural safety must be understood, valued and practiced** at all points of the health system including government and health professional regulatory bodies and health professional organizations.
- All stakeholders, including First Nations and Aboriginal individuals, Elders, families, communities, and nations, must be invited to the development of policy or programs, and the implementation of programs with a commitment to the process accountability.**
- Being accountable to the community is essential to maintaining and strengthening a culturally safe health system for First Nations and Aboriginal people in British Columbia. This includes the development of BC's health system.**

**CREATE A CLIMATE FOR CHANGE BY:**

- Ensuring an informed, engaged and consulting dialogue with all stakeholders to drive the change in society.
- Ensuring a culture of shared decision and transparency and a commitment to the priority of extending cultural safety and humility into the regulation of BC health professionals.
- Continuing to improve the regulation of a culturally safe health system as a leading strategy to enhance an Aboriginal population in BC.
- Recognizing, supporting and enhancing cultural safety and cultural competency amongst health professionals in BC.

**EMPOWER AND ENABLE STAKEHOLDERS BY:**

- Recognizing the role of a culturally safe health system regulator for First Nations and Aboriginal people in BC and the central need for community and stakeholder input and feedback in the development of health services and systems.
- Engaging and supporting our regulatory staff, partners and advocates to develop cultural humility and a culture of shared decision.
- Ensuring processes where organizations and individuals can raise and address problems without fear of reprisal.
- Creating and building between sectors of health and cultural humility and safety an essential nature of a new health professional regulation.

**IMPLEMENT AND SUSTAIN CHANGE BY:**

- Recognizing and supporting our regulatory staff, partners and advocates to develop cultural humility and a culture of shared decision.
- Ensuring processes where organizations and individuals can raise and address problems without fear of reprisal.
- Creating and building between sectors of health and cultural humility and safety an essential nature of a new health professional regulation.

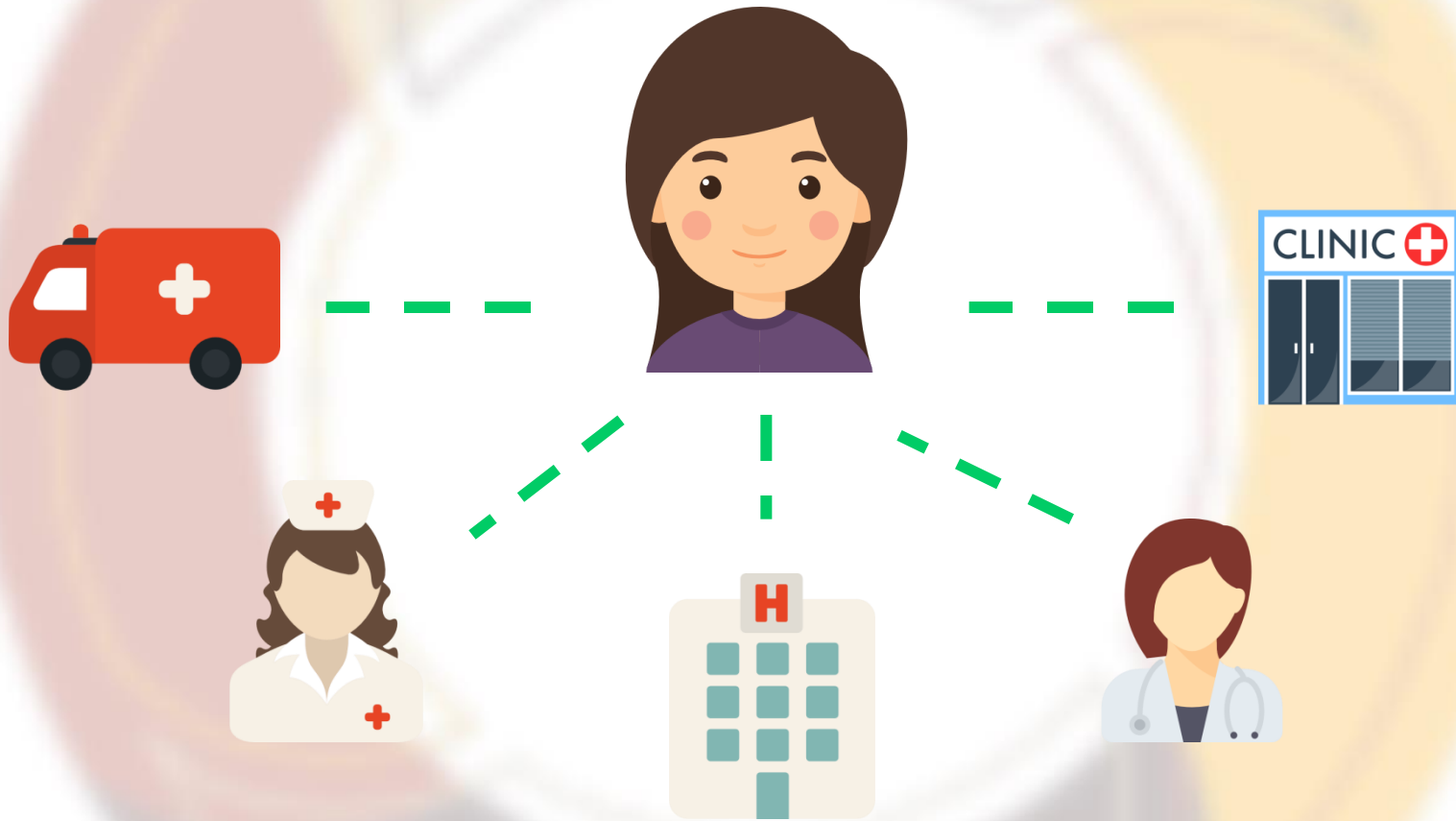
**SIGNED ON THIS DATE: March 1, 2017**

<p><i>[Signature]</i> Hon. Health Minister, Janice Clancy, M.P.</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p>	<p><i>[Signature]</i> Ministry of Health, Stephen Lewis, Deputy Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p> <p><i>[Signature]</i> Hon. BC Health Minister</p>
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# How do we put cultural safety and humility into practice?



# System Wide Change



# Multiple levels of support/ enablers

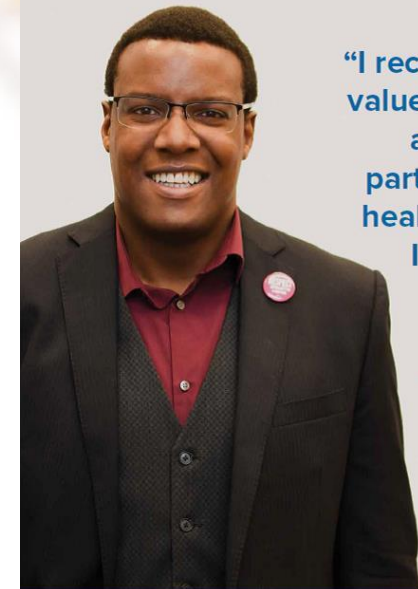
## Indigenous Cultural Safety Framework: A Roadmap for System-Wide Transformation

Provincial Goal 1: Create a Climate for Change			
Level	Organization Objective	Individual Objective (Health Authority)	Individual Objective (Community)
Governance	The Board includes Aboriginal representation and mandatory cultural safety education. An Aboriginal lens is applied to all of the Board's decision-making processes.	As a Board Member, I understand the specific cultural perspective I bring to the Board. My fellow members and I make an explicit effort to view our decision-making process with an Aboriginal lens.	As an Aboriginal board member, I am treated as an equal amongst my peers, and I am involved in the decision-making processes. The issues that affect Aboriginal people are considered important in the health authority.
Leadership	The Senior Executive Team all have Aboriginal Health specific objectives in their work plans, including funding commitments related to organizational cultural safety in their portfolios. The CEO supports the Senior Executive Team to set targets and establish budgets related to their Aboriginal Health objectives. Accountability mechanisms are in place to monitor Senior Executive's Aboriginal Health specific objectives.	As a Senior Leader, I am responsible for Aboriginal Health-specific actions in all of my portfolios, and have specific targets that I am accountable for at the end of the fiscal year. I feel supported in terms of time, resources and funding to ensure that the cultural safety objectives are met for my teams.	As an Aboriginal leader, I work collaboratively with Senior Leadership to improve the health of my people. The health authorities Senior Executive are clearly engaged and committed to Aboriginal Health and Cultural Safety.
Policy	A specific policy on Organizational Cultural Safety, including specific action plans for individual portfolios, has been developed and implemented. There is an organization-wide policy to prevent racism and discrimination among patients and staff, which is available in accessible language and clearly posted in all health facilities.	As a staff member, I am reminded daily of the health authorities' commitment to preventing discrimination by the anti-discrimination policy posted on the wall. I strive to prevent discrimination in my workplace, and support my colleagues to do the same.	As an Aboriginal patient, I feel more comfortable visiting the hospital/health centre when I see the anti-discrimination policy posted on the wall. It is a welcome reminder that the health authority is dedicated to providing care that is free of discrimination to Aboriginal people as well as other visible minorities.
Provincial Goal 2: Engage and Enable Stakeholders			
Level	Organization Objective	Individual Objective (Health Authority)	Individual Objective (Community)
Communities	Aboriginal community members are involved in Health Authority planning & initiatives and are supported with honoraria. Health Authority Senior Leadership and staff regularly attend Aboriginal community celebrations. There is clear criteria for respectful, meaningful consultation with Aboriginal community members in the design and planning of Health Authority services.	As a Director, I have clear direction on how to meaningfully engage with the Aboriginal community in the design and planning of Health Authority services. I always make time for Aboriginal community celebrations in our area. If my schedule does not permit my attendance, I invite one of my staff to attend in my place.	As an Aboriginal community member, I am meaningfully and actively involved in the planning and design of Health Authority health services. My input is always given equal consideration, and I have equal voice with the other members of the planning group when making final decisions.

DRAFT



# How do we hardwire the Indigenous lens into everything that we do?



“I recognize the value of culture as a critical part of holistic health care for Indigenous people.”

ANDY DAY  
OPERATIONS DIRECTOR  
AND PROGRAM LEAD FOR  
PRIMARY CARE

**Cultural Safety**  
*starts with me*

Vancouver  
CoastalHealth

Aboriginal Health  
*Be Well*

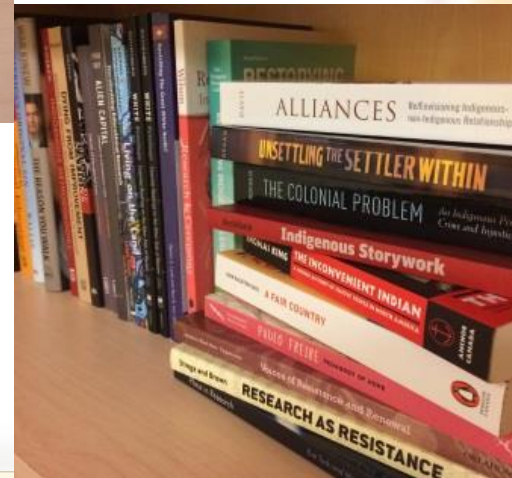
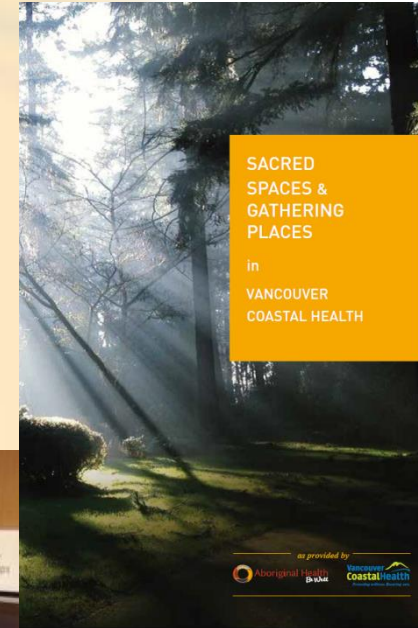
Vancouver  
CoastalHealth  
*Promoting wellness. Ensuring care.*

 **Aboriginal Health**  
STRATEGIC INITIATIVES





# Achievements so far



# Relationships, Partnerships and Collaboration



# Challenges & Opportunities

- Systems don't change – people do & people change the systems
- There are opportunities at every turn – you just have to watch for them constantly!
- Change is the opportunity
- Making it safe



# Key things to keep in mind

- Make it public – spread the news
- Celebrate the small accomplishments
- Reward the allies
- Keep it simple
- Bring in and use local knowledge (respect local knowledge)



We are not in this alone; join the  
movement...

**#itstartswithme**

Kw'as hoy,  
Leslie Bonshor



# Questions/Discussion





Webinar: October 4, 2017 12:00 pm - 1:00 pm

**FINAL DETAILS COMING SOON!**



# Survey

1  
2  
3  
4

