

# **Fostering Cultural Safety Bootcamp For New Managers**

**Participant Guide**

## Agenda

(NB: You will require a tablet, smartphone or secondary screen)

- Introductions
- Background:
  - WRHA Indigenous Health
  - Why we need cultural safety

### Break - 10 minutes

- Cultural Safety Overview
- Cultural Awareness & Colonial History
- Privilege

### Break - 10 minutes

- Racism and Microaggression
- Cultural Safety in the workplace



- The goal of cultural safety is for all people to feel respected and safe when they interact with the health care system. (free of racism and discrimination)
- The recipient determines if the interaction is safe.
- Culturally safe workplaces support people to draw strengths from their identity, culture, and community.

## Privilege Auction

1. The ability to walk through the world without fear of being assaulted or harassed.
2. The ability to show affection for your romantic partner in public without fear of ridicule or violence.
3. The ability to access the internet.
4. The ability to fit in seamlessly with the dominant culture (Language, appearance, religion).
5. The ability to call the police when in need without fear of the situation being misread.
6. The ability to readily access needed healthcare services in your home community.
7. The ability to have easy access to sufficient nutritious food and clean water.
8. The ability to raise your children in an enriched environment (access to books, recreational activities, and recreational travel).
9. The ability to remain with your family of origin in your formative years.
10. The ability to travel into any neighbourhood without raising concern from the residents.
12. The ability to go to sleep at night in a room that is maintained at a comfortable temperature, regardless of season.
13. The ability to walk into any store and not be treated like a security/theft risk.
14. The ability to attend secondary school within an easy commute from your home community.
15. The ability to access financial resources if you were to suddenly experience hardship.
16. The ability to confidently present to a health care provider without fear of judgement.
17. The ability to pay your bills on time without having to sacrifice another expense (such as juggling bills)

## L.E.A.R.N Model

**Listen** with empathy and understanding the patient's perception of the problem

**Explain** your perceptions of the problem

**Acknowledge** and discuss differences and similarities

**Recommend** treatment/course of action

**Negotiate/(Navigate)** Agreement

## S.H.A.R.E. Model



## S.H.A.R.E in Action

**Self -reflection:** What are my underlying assumptions about Indigenous/racialized peoples and how might this influence my work and interactions?

- Ensure staff at all levels have ongoing training (MISCT, ICAW)
- Ask yourself difficult questions
- Create a process to hold yourself and your team accountable

**History:** How does understanding history help to reframe biases? In what ways could the systems and structures in which I work be seen as threatening or intimidating to an Indigenous/racialized person?

- Read Indigenous literature and media
- Honour treaties and Indigenous Rights
- Learn about the Truth and Reconciliation Commission

**Acknowledge differences:** How can differences in culture lead to misunderstanding? How can I mitigate the impact of misunderstandings?

- Be an ally - amplify Indigenous voices
- Become aware of and confront microaggressions
- See privilege in ourselves and our systems

**Reduce Assumptions:** How can I be most certain that I am acting based on facts? (not "instinct" or bias)

- Be aware that we all have bias. Be honest about the biases you carry and confront them.
- Be mindful that bias can affect actions and alter behaviour
- Add cultural safety as a standing agenda item

**Expert:** What steps can I take to ensure that the recipient of each interaction is respected as the expert on their life?

- Advocacy/allyship - Patient/person centred approach
- Empathy – Listen to hear, not to respond.
- Safety of the interaction is evaluated by Indigenous Individual/ Group
- Build trusting relationships
- Cultivate Safe climate

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