



Winnipeg Regional Health Authority
Indigenous Health

Fostering Cultural Safety

Bootcamp for New Managers

Presented by Doretta Harris
Regional Director Indigenous Health Program WRHA – Shared Health



Winnipeg Regional Health Authority
Caring for Health

Office régional de la santé de Winnipeg
À l'écoute de notre santé

Acknowledgement Statement

The Winnipeg Regional Health Authority acknowledges that it provides health services in facilities located in Treaty One and Treaty Five territories, the homelands of the Métis Nation and the original lands of the Inuit people.

The WRHA respects and acknowledges harms and mistakes, and we dedicate ourselves to collaborate in partnership with First Nation, Métis and Inuit people in the spirit of reconciliation.

Welcome

Introduce yourself and share your learning goal for today.

Hello
my name is

Session Overview

- About Indigenous Health
- Introduction to Cultural Safety
- Exploring bias, power and perception
- Learning about how the past informs the present
- Retention and resiliency
- Creating culturally safe work environments and interactions
- Reconciliation

Housekeeping and Guidelines

- Honour confidentiality
- Respect the opinions of others
- Actively Participate
- Safe space to share and engage

About Us



Winnipeg Regional Health Authority
Indigenous Health

Indigenous Health

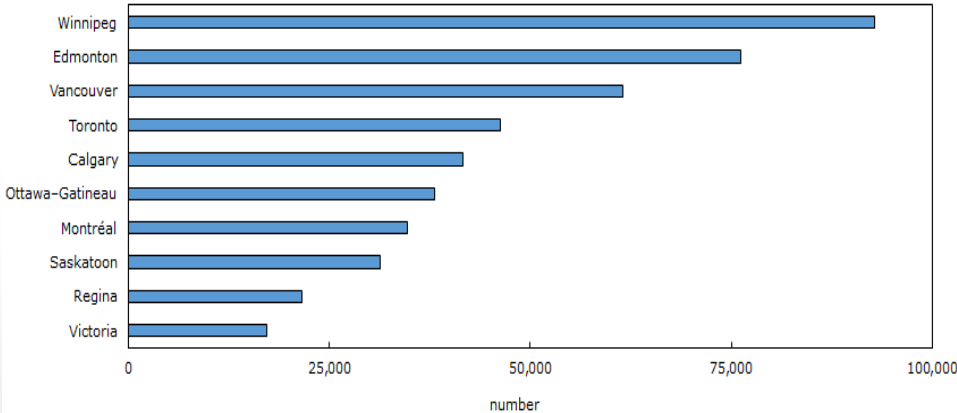
Indigenous Health is committed to improving health care experiences and health outcomes for Indigenous people.

Indigenous Health provides culturally appropriate services, support, resources and education for Indigenous patients and their families, community, and the health care system workforce

Indigenous Health

Chart 1
Indigenous population size for selected census metropolitan areas, 2016

Census metropolitan areas



Note: While the universe for this article is restricted to those living off reserve, both on and off reserve numbers are used in the calculations for this chart.

Source: Statistics Canada, Census of Population, 2016.

- Winnipeg has Canada's largest urban Indigenous population
- Indigenous Peoples make up the **fastest growing** population in Canada
- The number of hospital days of care for First Nations is up to **three times** higher than for all other Manitobans

Indigenous Health Integration



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Indigenous Health - Integration

Provides **Centralized Support**

- Centralized Support is the support network hub of Indigenous Health, where all requests related to Indigenous Health are received, coordinated and managed.
- All requests are managed through Centralized Support, including: patient enquiries or referrals, Spiritual Cultural Care, education and training opportunities and employment.

Manitoba Indigenous Cultural Safety Training (MICST)

- Is designed to provide healthcare staff an opportunity to increase their knowledge on culture and cultural safety, enhance self-awareness, and strengthen skills to improve relationships with Indigenous people.
- Is an online self-paced training module that is delivered over a period of eight weeks. Training is done in groups of 25 participants and participants use a pseudonym to protect user privacy.

Indigenous Health Patient Services



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Indigenous Health Patient Services

Provides direct service care for First Nations, Métis and Inuit people.
Services include:

- Indigenous Language Interpretation
- Resource Coordination
- Spiritual and Cultural Care
- Discharge Planning
- Patient Advocacy
- Link to partner services



When to Refer a Patient to Indigenous Health - Patient Services

- When they have self-identified as Indigenous.
- Partial or full language barrier.
- Patient/Family is requesting ceremonies or traditional medicines.
- Patient/Family is requesting an advocate.
- To help plan for a discharge.
- Patient/Family could benefit from additional support.



How to Refer a Patient to Indigenous Health - Patient Services

- Call **Centralized Support** at:
204-940-8880 or toll free **1-877-940-8880**
- Fax the referral form to: **204-943-1728**
- **Anyone can call:**
Patients, families, healthcare providers



Indigenous Health Workforce Development



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Indigenous Health - Workforce Development

Strives to develop a **representative workforce** that reflects the Indigenous population through:

- Recruitment
- Retention
- Outreach
- Education & Training



Indigenous Health - Workforce Development

- **More than 400,000** Indigenous youth will be of age to enter the job market over the next decade.
- The number of working age (25-64) Indigenous people **increased** 21% between 2006-2011 compared with only 5% growth among non-Indigenous populations.

Indigenous Health - Workforce Development

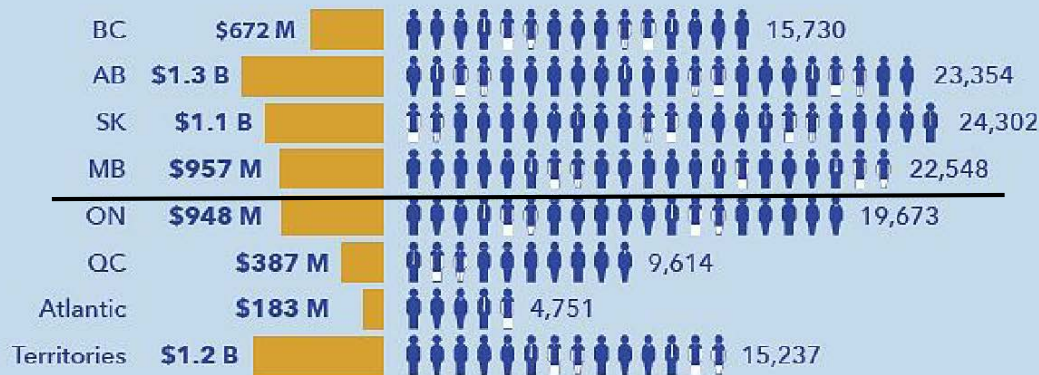
- Indigenous people are expected to account for the bulk of future labour force growth...**52% in Manitoba.**
- Closing the Indigenous labour force participation gap offers an even more dramatic upside for the Canadian economy. Indigenous people would contribute as much as a **fifth of the growth** in the labour force over the next 20 years.

Indigenous Health - Workforce Development

Increasing Indigenous Employment Opportunities and Participation

If Indigenous peoples are given the same access to economic opportunities available to other Canadians (i.e. access to new jobs, equal conditions of employment, possibility to start a business), they will be more likely to fully participate in the labour force.

Matching economic outcomes by increasing the Indigenous employment rate would result in an estimated \$6.9 billion annually in additional employment income among 135,210 newly employed Indigenous peoples.



“... increasing the Indigenous employment rate would result in an estimated **\$6.9 billion annually** in additional employment income among 135,210 newly employed Indigenous peoples.”



Indigenous Health - Workforce Development

Education

Offers a variety of workshops to create meaningful learning that seeks to develop more inclusive, respectful, and culturally safe spaces in health care settings

“While concepts such as cultural safety are indeed valuable, we must ensure that training is not merely superficial, but rather **embedded at all levels of the healthcare system** from policy makers to physicians, medical trainees, educators, support staff, and security personnel.”

- Goodman et al. 2016

Cultural Safety

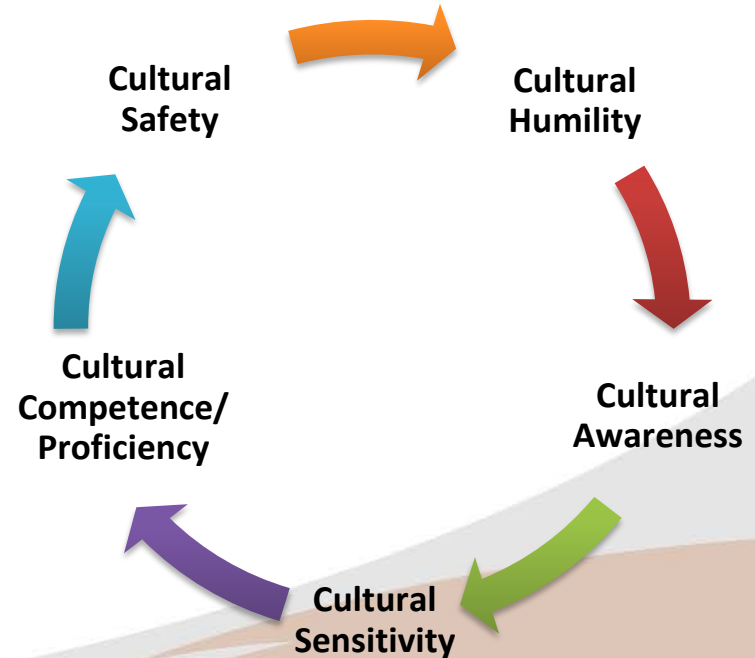
What is it? Why do we need it?



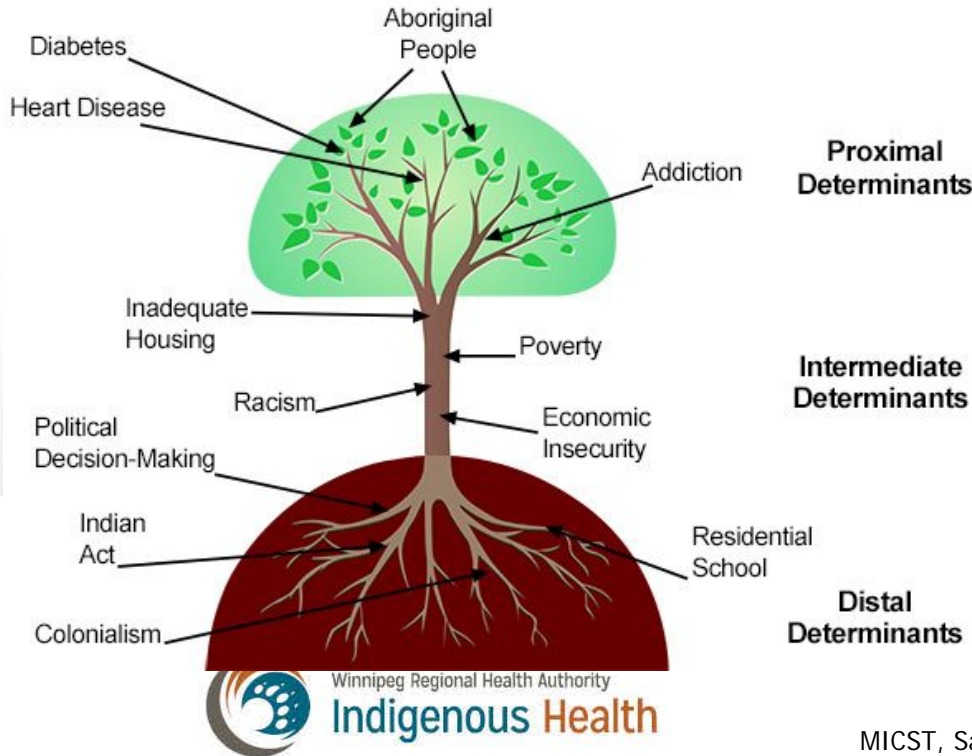
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Cultural Safety Overview

- Developed by Maori nurses in the late 1980's.
- Addresses power imbalances.
- Part of patient-centred approach.
- Is a process/journey.



Social Determinants of Health

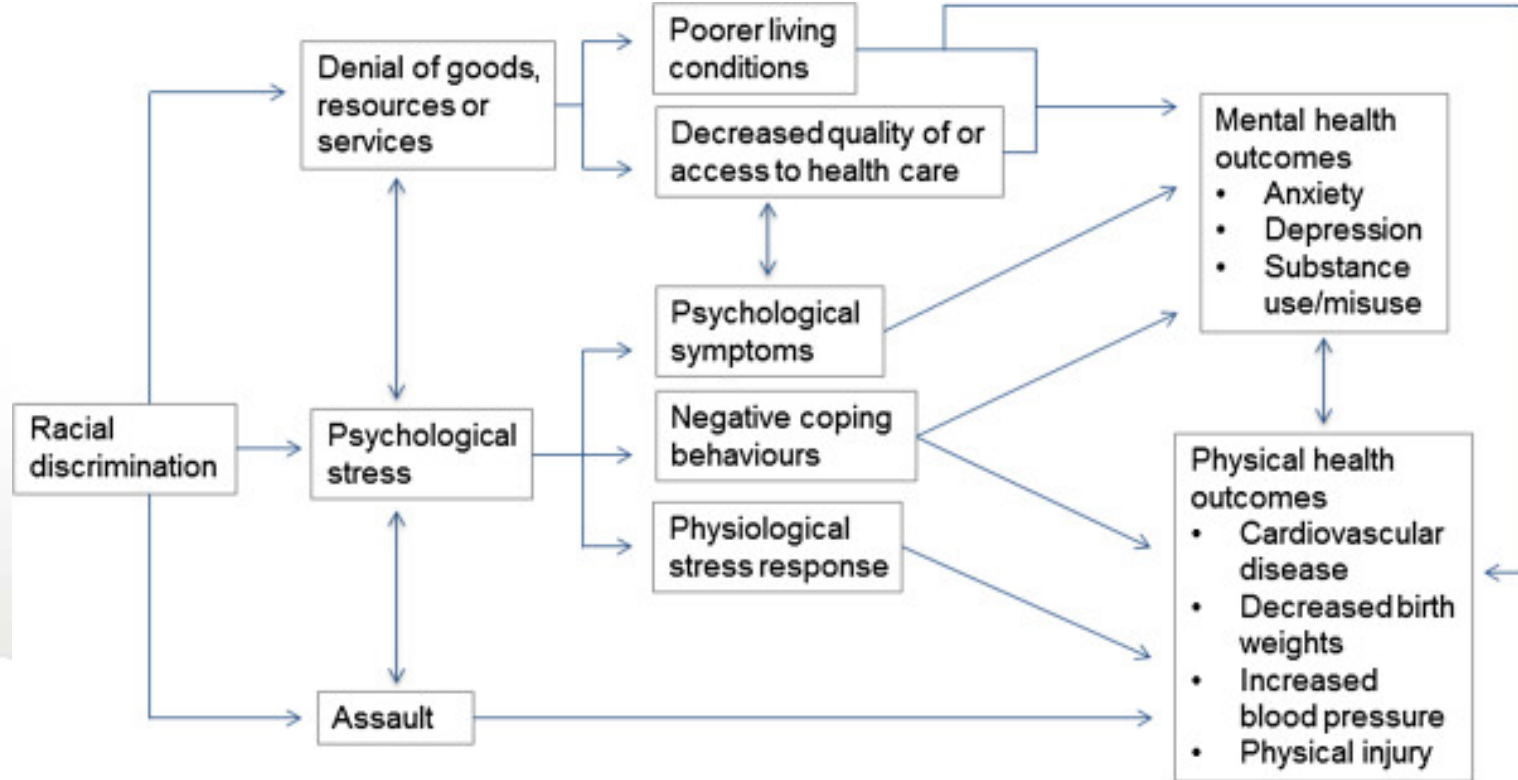


"The World Health Organization's investigation into health determinants now recognizes European colonization as a common and fundamental underlying determinant of Indigenous peoples' health."

-Bob Joseph

Indigenous Relations, 2019

Racism as a Determinant of Health



Trauma Informed Systems

A trauma informed system:

- Realizes the widespread impact of trauma and understands the potential paths for healing;
- Recognizes the signs and symptoms of trauma in staff, clients, and others involved with the system
- Responds by fully integrating knowledge about trauma into policies, procedures, practices and settings.

Trauma Informed Care

Trauma Informed Care provides:

- The foundation for a basic understanding of the psychological, neurological, biological, social and spiritual impact that trauma and violence have on the individuals we serve.
- Incorporates proven practices into current operations to deliver services that acknowledge the role that violence and victimization play in the lives of most of the people entering our systems.

<https://wrha.mb.ca/health-equity/tools-for-providing-care/>
<http://trauma-informed.ca/>

Trauma Informed Resources

For further information on trauma informed practice, the WRHA website links to the Manitoba Trauma Information and Education Centre. Topics Covered in more detail include :

- What is Trauma?
- Adverse Childhood Events Study (ACEs)
- Trauma and Indigenous Peoples
- Trauma Informed Organizations and Systems

Cultural Safety



“Recognition that there are cultural differences between groups, and that our own experiences can have impacts on others, particularly when there is an **imbalance of power**. There is a need to create spaces **free of racism and discrimination** where people are receiving culturally safe care.”

Cultural Humility



An approach to health care based on the humble acknowledgement of oneself as a learner when it comes to understanding a person's experience.

Cultural Awareness

The journey of cultural humility often starts with cultural awareness – recognizing that differences and similarities exist between cultures. Learning about the **histories that impact Indigenous Peoples** in Canada is an important part of developing cultural awareness.



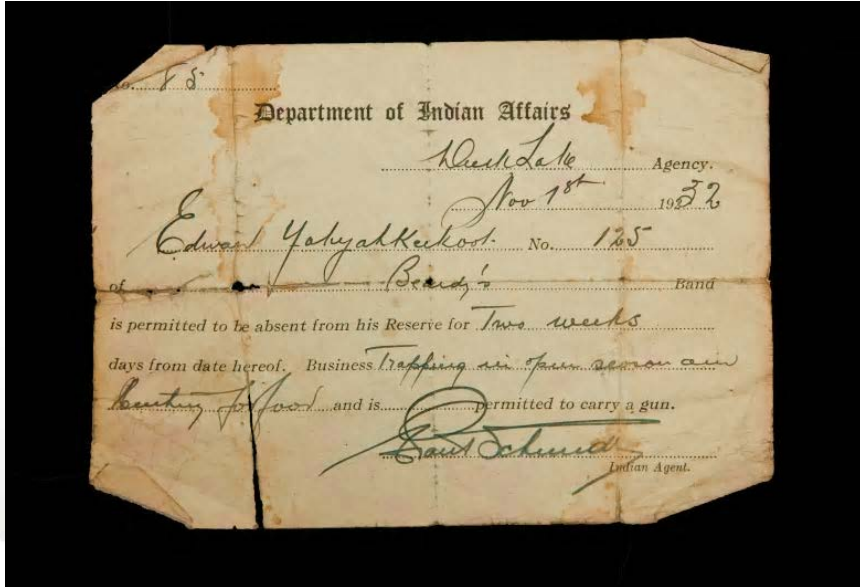
Cultural Awareness - Nastkamitumwin (Treaty)



trea·ty

- **Noun:** A treaty is an agreement in written form between nation-states that is intended to establish a relationship governed by
- International Law.
- **Synonyms:** agreement, pact, contract, covenant

Cultural Awareness - Indian Act



- Created in 1876
- Created the term “Indian” as a legal category
- Gave the Department of Indian Affairs, the power to create laws and policies regarding Indians and Indian affairs

Cultural Awareness - Residential Schools



Residential Schools

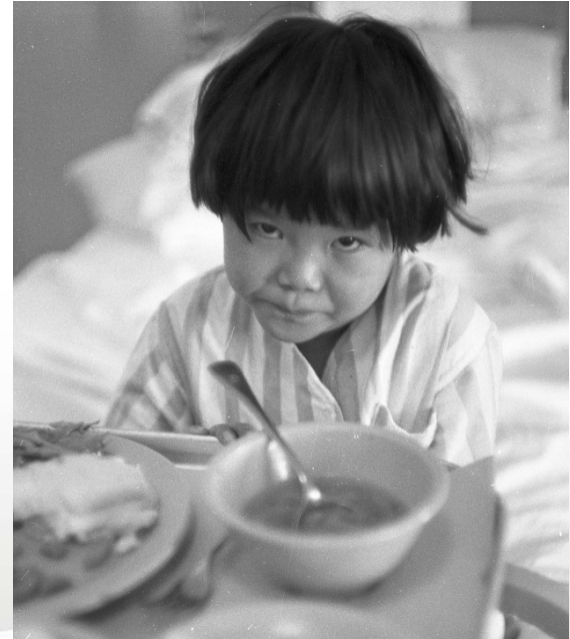


NBC News

Cultural Awareness - Indian Hospitals

Indian Hospitals, particularly Charles Camsell Indian Hospital, with its close association with the University of Alberta Medical school, provided **“interesting clinical material”** for teaching and research...otherwise **use/less** bodies were rendered **useful** by being made **useable.”**

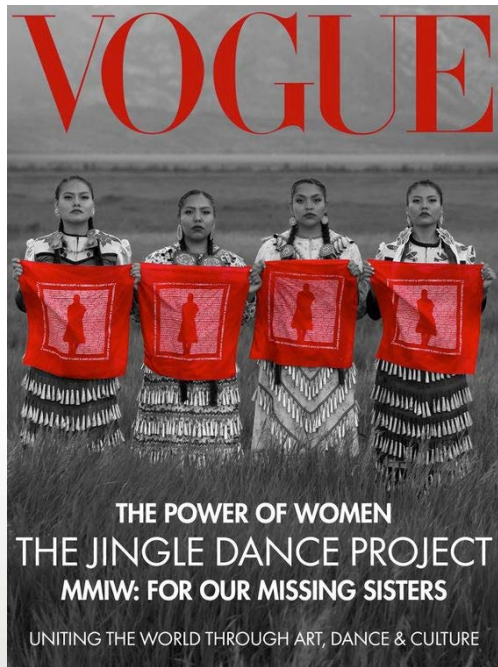
- *Separate Beds* , 2016



Cultural Awareness - 60s Scoop



Resiliency



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<https://www.youtube.com/watch?v=OfeuTVGn1bE>

Cultural Sensitivity

Cultural sensitivity grows when we start to see the influences of our own culture and **acknowledge that we have biases**. This can be an eye-opening experience, and it may take courage and humility to walk this path.

Cultural sensitivity is NOT about treating everyone the same.



Privilege Auction

- You have been given a list of privileges in your handout that will be auctioned off.
- For the purpose of the activity, we exist in a world without any of these privileges.
- You need to bid on each privilege that is desired.
- You will be assigned a random dollar amount to bid on privileges.
- You must bid in 100 dollar increments.



Privilege Auction

The amount you have to spend is dependent on your last name:

A - E \$ 1200

F - J \$ 600

K - P \$ 300

Q - U \$ 500

V - Z \$ 900



Privilege Auction- Group Discussion

- What themes did you notice in the list?
- What was the most difficult aspect of this activity for you?
- What privileges were easier to dismiss as being an option?
- Were you able to attain the privileges you wanted most?
- Why do you think the activity centered around dollar amounts?

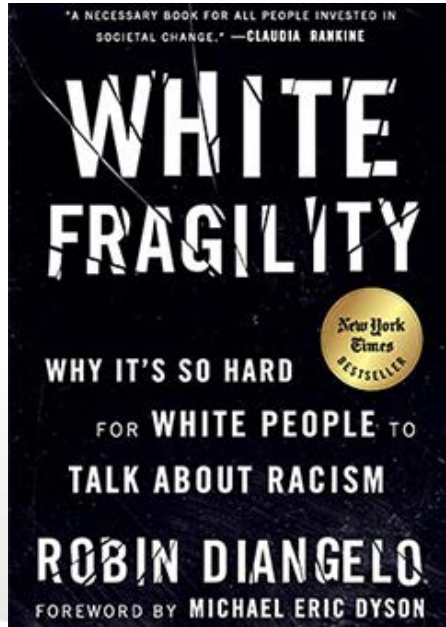
Post Activity Discussion

“Privilege isn’t about what you have gone through, it is about what you haven’t had to go through”

- Janaya Khan

- How can seeing your privilege help you be more effective in your work with patients and staff?

Dr. Robin Diangelo



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<https://www.youtube.com/watch?v=wjHg65JORi8>

Dr. Robin Diangelo Reflection

Reflection:

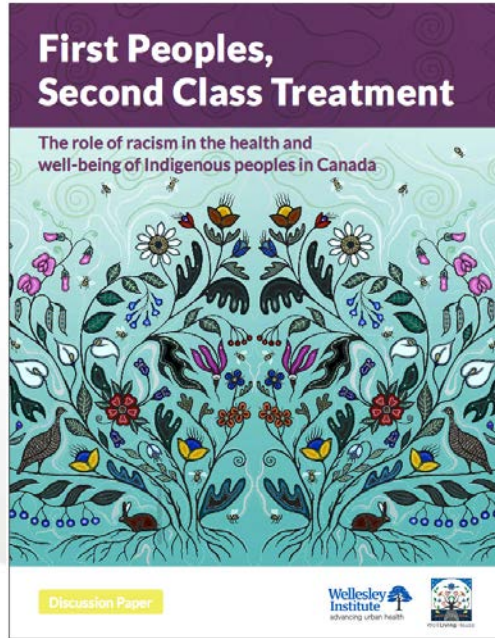
- Have you ever considered how “race shapes virtually everything?” If not, why have you not had to consider this idea before?
- Dr. Diangelo says the question is “NOT ‘If’, the question is, ‘How’ have I been shaped by the forces of racism?” What do you think this means?

Cultural Sensitivity - What is Racism?

- Racism is inequitable distribution of opportunity, benefit or resources across ethnic/racial groups
- Racism occurs through avoidable and unfair actions
- Racism is expressed through attitudes, beliefs, behaviours, norms and practices and may be either intentional or unintentional

(Paradies et al., 2009)

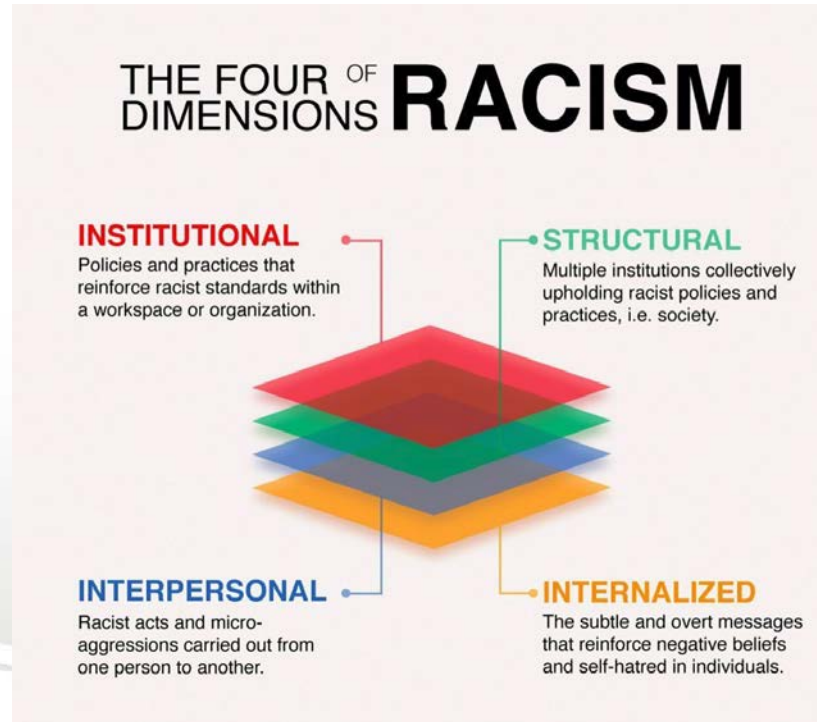
Cultural Sensitivity - What is Racism?



“Research shows that racism against Indigenous peoples **in the healthcare system** is so pervasive that people strategize around anticipated racism before visiting the emergency department or, in some cases avoid care altogether.”

- Allan & Smylie, 2015

Cultural Sensitivity- What are the Dimensions of Racism ?



Cultural Sensitivity- Stereotypes

Stereotypes are about how we **THINK**

If you want to be taken seriously
as a scientist, at least try
to look like a scientist



<https://www.chrismadden.co.uk>

Cultural Sensitivity-Prejudice

Prejudice is about how we **FEEL**



Cultural Sensitivity - Discrimination

Discrimination is about how we **BEHAVE**

You Natives
don't have to
work, doesn't
the government
give you
everything free?

I'm not
racist but..

I personally
don't see
colour. I treat
everyone the
same.

I have
friends who
are Native...

You're one of
the good
ones

<https://www.cbc.ca/player/play/2651821688>



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Cultural Sensitivity- Confronting Racism

BEFORE Responding Consider:



Goal



Setting



Tone



Relationship



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EQUIP Health Care. (2017). Responding to Discrimination in the Workplace. Adapted from: Ishiyama, I., Goodman, D., San'yas Indigenous Cultural Safety Training. Vancouver, BC. Retrieved from www.equiphealthcare.ca.

Cultural Sensitivity- Confronting Racism

WHILE Responding:

Express your feelings

Disagree

Point out policies or standards

Paraphrase or repeat back

Question the validity of the comment

Challenge the Stereotype

Help the person self-reflect

Share your own process

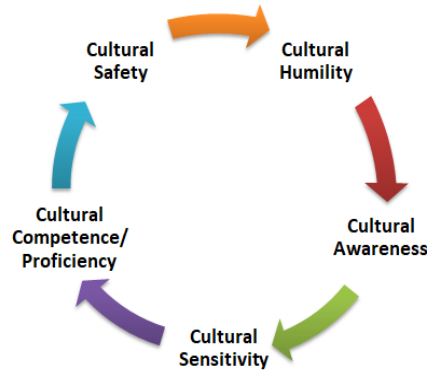


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EQUIP Health Care. (2017). Responding to Discrimination in the Workplace. Adapted from: Ishiyama, I., Goodman, D., San'yas Indigenous Cultural Safety Training. Vancouver, BC. Retrieved from www.equiphealthcare.ca.

Cultural Proficiency/Competence

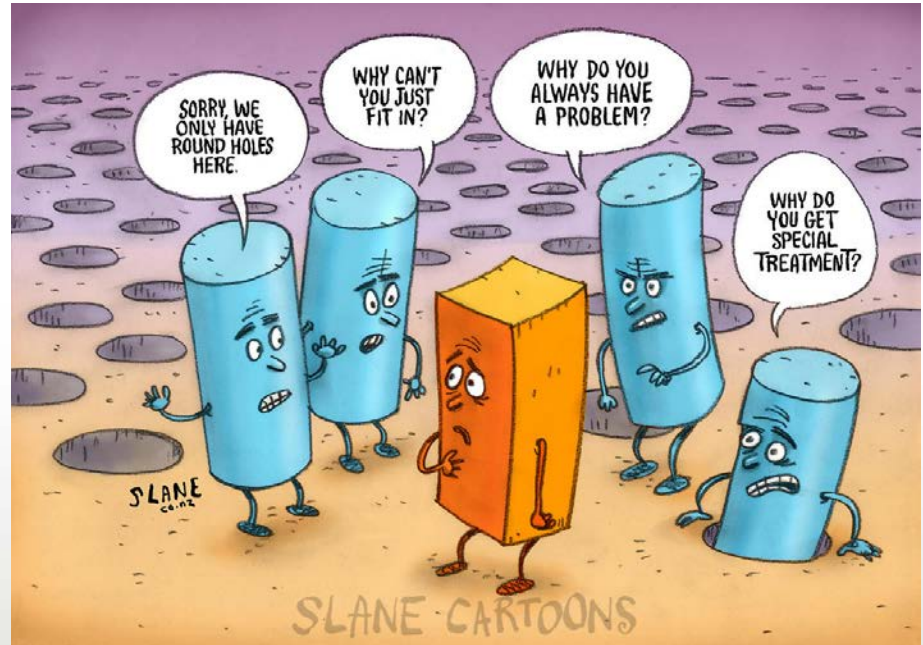
We can increase our cultural proficiency (competence) by developing knowledge, skills and attitudes for working effectively and respectfully with diverse people. It's about **reducing the number of assumptions we make about people based on our biases.**



Culturally Proficient Leadership

“Culturally proficient leaders intentionally establish diversity, equity, access to resources as priorities for their shared vision and create action plans to achieve that vision.”

– Lindsey and Lindsey, 2014



Ethical Space and Two-Eyed Seeing



“This approach provides a means of seeing different worlds. Ethical spaces help to facilitate moving forward with actions to address and improve Aboriginal people’s health and provide a forum for respectful understandings...”

- Zohar & Newhouse 2019

<https://www.iisaakolam.ca/our-work>

Cultural Safety and Retention

- The goal of cultural safety is for all people to feel **respected** and **safe** when they interact with the Health Care System.
- This goal is met through actions which **recognize**, **respect**, and **nurture** unique cultural identities.
- The recipient gets to determine if the interaction is **safe**



Cultural Safety and the TRC

- The **Truth and Reconciliation Commission's** final report contains **94 Calls** to redress the legacy of residential schools and advance the process of reconciliation
- The calls in the Legacy section are organized under the following headings:
 - Child Welfare
 - Education
 - Language and Culture
 - Health
 - Justice
 - Reconciliation

What Reconciliation Is...



LEARN MODEL

Listen with empathy and understanding the employee/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

Cultural Safety is in Your Hands



Cultural Safety Action Plan

Self -reflection: How can I ensure that myself and my staff continue to learn?

History: How will I continue to learn about the history of Indigenous Peoples and the ongoing impacts of colonization?

Acknowledge differences: How can I mitigate the impact of cultural misunderstandings?

Reduce Assumptions: How can I be certain that bias is not influencing my decisions/actions?

Expert: What steps can I take to ensure that the patient/staff person is treated as the expert in their life?

Cultural Safety Action Plan

Self-Reflection (Cultural Humility)

- 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 (Cultural Awareness)

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

Cultural Safety Action Plan

Acknowledge Differences (Cultural Sensitivity)

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

Reduce Assumptions (Cultural Proficiency/Competence)

- Be aware that we all have bias
- Be mindful that bias can affect actions and alter behaviour
- Add cultural safety as a standing agenda item

Cultural Safety Action Plan

Expertise lies within the recipient (Cultural Safety)

- Advocacy/allyship - Patient/person centred approach
- Empathy - Listen and Hear
- Safety of the interaction is evaluated by Indigenous Individual/Group
- Build trusting relationships
- Cultivate Safe climate

Reconciliation

“The choice we have is whether we work together, or we work apart, and the consequences of that choice will shake the very foundation of the Canadian health-care system.”



“Go into a forest, you see the birch, maple, pine. Look underground and all those trees are holding hands. We as people must do the same.”

- Mi'kmaq Chief,
Charlie Labrador

-Dr. Alika Lafontaine
BSc, MD, FRCPC

For More Information on Indigenous Health



- Phone: **204-940-8880**
- Toll free: **1-877-940-8880**
- Email IndigenousHealth@wrha.mb.ca

Sharing Circle

