



First Nations Health Authority
Health through wellness

Workforce and Leadership: **Building Human Capacity through a Cultural Safety and Humility Lens**

BC Care Providers Association Annual Conference

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Session Outline



- Overview of the CSH Standard and Cultural Safety
- What does partnership and co-development look like in the context of the Standard?
- Deep dive on **Section 5: Developing Human Capacity**
 - Lessons learned
 - Reinforcing equity, safety, respect and appropriateness
- Questions and Reflections

Cultural Safety & Humility Standard



The Standard is a tool that enables organizations to address Indigenous-specific racism and build a culturally safe health care environment.

- The standard specifies the **requirements for governing bodies, organizational leaders, teams, and the workforce in health authorities and health and social services organizations** to provide culturally safe services to First Nations, Métis, and Inuit Peoples and communities and address Indigenous-specific racism in service delivery in BC.
- The standard concerns **First Nations, Métis, and Inuit Peoples' health and wellness journeys across the health system**, including health promotion and disease prevention, access to health and social services, admission, assessment, treatment, discharge, and end-of-life care.

What is Cultural Safety & Humility?



Co-developing the Standard



Developing the Standard

- Led by a 16-person Indigenous-led Technical Committee over 3 years.
- Blends Indigenous knowledges and experiences with the HSO standards development process. Over 1,100 comments during public review process.

Moving to an Assessment Standard

- Indigenous Classification Working Group convened to classify the standard according to priority level and assessment method
- Provided recommendations on assessing the Standard in a culturally safe and appropriate way

Key Lessons

- Cultural Safety can only be defined by the person receiving the service
- Uplifting First Nations, Metis, and Inuit ways of knowing and being; bringing in Elders, Healers, and Knowledge Keepers
- Relational
- Trauma-informed
- Strengths- and distinctions-based



Partnering on Testing the Standard



Cultural Safety and Humility Standards Health System Gathering
February 15, 2024

LIVE GRAPHIC RECORDING | Drawing
Kristen Elkow | Change

From November 2023 – March 2024, FNHA, AC, and HSO partnered on an evaluation project to learn about **client organizations' experiences in the self-assessment process.**

Key Themes

- Getting it right: there is no one size fits all solution
- Cultural Safety and Humility is a journey
- The Standard addresses systemic issues. How do you evaluate cultural change?
- Genuine “engagement” and relationship-building
- Every organization is operating in a different context



Sisemó:ya Change Champions



Key Sections



1. Supporting Social, Public, and **Reciprocal Accountability**

2. Establishing Inclusive and **Meaningful Partnerships**

3. **Sharing Governance** and Implementing **Responsible Leadership**

4. **Investing in Financial and Physical Infrastructure**

5. **Developing Human Capacity**

6. Building a **Culture of Quality and Safety**

7. Designing and Delivering **Culturally Safe Services**

8. Collecting **Evidence** and Conducting **Research and Evaluation**

Organizational leaders:

- ensure **human resources policies and practices address racism and discrimination** and are with First Nations, Métis, and Inuit Peoples and communities, **developed in partnership**
- regularly **provide the workforce with cultural safety and humility education and training** that **incorporates the views and experiences** of First Nations, Métis, and Inuit Peoples and communities,
- **embed cultural safety and humility** into professional development opportunities and performance appraisals,
- and **develop a First Nations, Métis, and Inuit workforce strategy.**

Developing Human Capacity 5.1



5.1 The organizational leaders ensure **human resources policies and practices address racism and discrimination** and are **developed in partnership** with First Nations, Métis, and Inuit Peoples and communities.

Actions

- Develop an Anti-Racism and Cultural Safety and Humility Policy
- Create a zero-tolerance environment for racism and strong speak-up culture
- Develop Incident-Management Approach to address Indigenous-specific Racism and Discrimination in a timely and transparent manner (supporting both workforce and clients)
- Incorporate competencies related to Cultural Safety in recruitment and selection procedures
- Define and communicate to staff their roles and responsibilities in upholding cultural safety and humility principles

Developing Human Capacity 5.2



5.2 The organizational leaders regularly provide the workforce with **cultural safety and humility education and training** that incorporates the views and experiences of First Nations, Métis, and Inuit Peoples and communities.

Actions

- Provide training and orientation to help the workforce learn about cultural safety and humility, and participate in decolonization by understanding systemic racism and the history of colonialism in Canada
- Collaborate with First Nations, Métis, and Inuit Peoples and communities to ensure cultural safety training and education incorporate the views, protocols, and experiences of local communities
- Evaluate the effectiveness of the organization's education and training on a regular basis

Developing Human Capacity 5.3



5.3 The organizational leaders **embed cultural safety and humility into professional development** opportunities and **performance** appraisals.

Actions

- Implement processes that enable the workforce to develop cultural safety and humility through ongoing learning and self-reflection
- Establish performance and learning objectives related to cultural safety and humility and anti-racism as part of the performance appraisal process
- Collaborate with First Nations, Métis, and Inuit Peoples and communities to identify opportunities for community-based learning and mentorship
- Ensure adequate resourcing to support these activities

Developing Human Capacity 5.4



5.4 The organizational leaders **develop a First Nations, Métis, and Inuit workforce strategy.**

Actions

- Collaborate with First Nations, Métis, and Inuit Peoples and communities to identify First Nations, Métis, and Inuit workforce goals and objectives
- Ensure the workforce is representative of the population served and identify recruitment, retention, professional development, and mentorship of First Nations, Métis, and Inuit staff as a priority
- Emphasize fair, equitable, and inclusive workforce planning
- Collect supporting data in a transparent and culturally safe manner
- Engage Elders, Healers, and Knowledge Keepers to provide cultural programs and services to clients and the workforce
- Facilitate access to supports for First Nations, Métis, and Inuit workforce members who are experiencing trauma, racism, or discrimination

Reflection & Questions



Thank you!



Gayaxsixa (Hailhzaqvla)

Huy tseep q'u (Stz'uminus)

Haaw'a (Haida)

Gila'kasla (Kwakwaka'wakw)

Kleco Kleco (Nuu-Chah-Nulth)

Snachailya (Dakelh)

Kw'as ho:y (Halq'eméyem)

Huy ch q'u (Hul'qumi'num)

K^wuk^wstéyp (Nlaka'pamux)

HÍSW_UKE (Sen'cōten)

Maarsii (Métis)

Mussi Cho (Kaska Dena)

Tooyksim niin (Nisga'a)

Kukwstsétsemc (Secwepemc)

Čεčhaθεč (Ayajuthem)

Sechanalyagh (Tsilhqot'in)

T'oyaxsim nisim (Gitxsan)