

20
22

Providence Health Care

Indigenous Wellness & Reconciliation Action Plan




A note on terminology

Throughout Providence Health Care’s strategic plan, *Mission:Forward* and this Indigenous Wellness and Reconciliation Action Plan the term, “Indigenous” is used in reference to individuals of First Nations, Métis, and Inuit ancestry.

Recognizing that First Nations, Métis, and Inuit are diverse and are each distinct, rights-bearing Peoples, PHC commits to a distinctions-based approach to ensure that the unique rights, interests and circumstances of these three distinct groups are acknowledged, affirmed and implemented. PHC also commits to support collective efforts amongst Indigenous Peoples, honouring aspects of common philosophy and experience, and interests to build working coalitions towards shared health and wellness goals.

<i>Opening</i>	<i>1</i>
<i>Our commitment</i>	<i>2</i>
<i>Our foundational principles</i>	<i>4</i>
<i>Our action plan</i>	<i>8</i>
Partnerships	9
Quality	12
People	16
Learning	20



In the spring of 2021, Sulksun (Shane Pointe), a Coast Salish Knowledge Keeper who resides in the 4000 year old village of Musqueam, led the appropriate protocol to bless the site of the new St. Paul's hospital and health campus.

The Blessing in Sulksun's own words...

"Yi-is" is our Coast Salish word for "Work" or ceremony. Before I worked, I needed to see the land. The land brought back memories of my great grandfather James Pointe and his history lessons about our home, I remember him saying what was at this place historically, precontact and beyond.

"Yi-is" When work happens we always don't know the outcome or the messages that will come, if they come at all. I prepared by clearing my mind and rehearsing what I would say in the chant for both places, the new St. Paul's Hospital and the Indigenous Wellness and Welcoming Centre. I prepared by opening my heart and my mind to what was going to come. As I chanted and used the words for that place, who came to me in that moment was Squah-low-Beaver came in my closed eye vision. It was a wonderful surprise, an interesting surprise, a teaching surprise.

Squa-low, to my knowledge, is the only animal that changes geography and ecosystems totally. When Squa-low works on a creek, stream, or river, new wetland happens. It changes the behavior of all the other beings who live in the area and all those who are going to come.

It is a big change.

It makes sense to me that the new St. Paul's Hospital and the Indigenous Wellness and Welcoming Centre will again change the geography and the ecosystem, not only of the land, but to the health care system. It all made sense to me when I was doing this beautiful work at the new site.

The open mindedness of the Board of Directors and the Senior Leadership Team to the Beaver is going to change the relationship they have now with Indigenous people. It's going to change it in the future as well. When they embrace the knowledge, when they bring the respect to the Beaver, the new hospital and campus is going to be wonderfully open, not only to Indigenous people, but to new immigrants from across the world who come to live in Vancouver. If they work hard and if they adhere to the respect and to the wisdom that we are going to help them with, it is going to be a wonderful place of healing. Squa-low, (Beaver) choosing to be the supernatural being for St. Paul's Hospital. Absolutely amazing.

Our commitment

“Providence Health Care is committed to the process of Truth and Reconciliation with Indigenous Peoples and it is embedded in everything we do.”

This bold commitment from *Mission: Forward*, Providence’s strategic plan means that everyone at Providence holds responsibility to advance Indigenous wellness and reconciliation. Truth and Reconciliation requires each of us to develop a shared understanding of the past and its lineage into the present. The truth is that our inheritance — collectively and individually — is one of continued colonialism, systemic and interpersonal racism, and profound injustice and inequities faced by Indigenous Peoples. Reconciliation requires us all to take responsibility — as human beings and as an organization — for taking action grounded in humility and anti-racism. We are responsible for advancing Indigenous human rights in partnership with Indigenous Peoples, through processes underpinned by mutual respect and dignity.

Providence has a unique and solemn commitment to Truth and Reconciliation, given our role as both a health care organization, and a Catholic-sponsored organization. The Catholic Church was deeply complicit in colonial abuses perpetuated against Indigenous Peoples. These abuses inflicted devastating harm upon Indigenous Peoples. These harms continue today, through both intergenerational trauma, as well as ongoing oppression and racism rooted in the colonial legacy. The Church has a continued shared responsibility with federal and provincial governments to redress, repair, and support reconstruction.

Although Providence is not the Catholic Church, we are a Catholic-sponsored organization. As such, we are an organization driven by compassion, social justice and advocacy. The involvement of the Catholic Church in implementing genocidal policies and practices such as the *Indian Act*, residential schools and Indian hospitals was wrong. We unreservedly repudiate the Doctrine of Discovery and terra nullius. We welcome efforts from the leadership of the Catholic Church in British Columbia and Canada to apologize, make reparations, and advance commitments to action. We believe that the Church’s work in this regard is incomplete, and that more is needed. We also believe that the Church must continue to apologize for its complicity with colonialism, and continue to advance justice through transparency, meaningful investments and full implementation of the Calls to Action of the Truth and Reconciliation Commission.

As a health care organization, we deeply apologize for systemic and interpersonal racism experienced by Indigenous Peoples that have accessed, and are accessing, care from us. We remain steadfast in our commitment to the process of Truth and Reconciliation with Indigenous Peoples and to embed it in everything we do.

Commitments to the process of Truth and Reconciliation

- We commit to invest in and prioritize actions that ensure that our services, settings, staff, and research proactively shape culturally safe experiences for Indigenous Peoples and contribute to equity and improved health outcomes important to them.
- We commit to being a safe and welcoming employer of Indigenous persons, creating an identity-affirming environment where every Indigenous staff member can thrive personally, professionally, and culturally.
- Our efforts will be informed, guided, and underpinned by genuine and respectful partnerships with the sovereign host Nations, and meaningful engagement with Indigenous Peoples, patients, residents, family members, and community partners.
- We commit to make the most of our once-in-a-lifetime opportunity with the New St. Paul's Hospital and health campus. The site is not simply a new work environment — it is an opportunity to thoughtfully improve and transform. We envision a future in which health services and research delivered on site embody and advance wellness, cultural safety and reconciliation. We commit to realize this vision through partnering with the sovereign host Nations and Indigenous patients, residents and organizations in the intentional design of the new St. Paul's health campus and an Indigenous Wellness and Welcoming Centre.

This action plan describes how we will advance these commitments. It outlines five-year goals with our initial one to two year actions. It describes the foundational principles shaping our behaviour and approach to implementing these commitments. We will report progress against this action plan publicly, to our Board of Directors, and to host Nations (x̱w̱məθḵw̱áyəm (Musqueam), sḵw̱x̱ wu7mesh (Squamish), and səliłwətał (Tsleil-Waututh) and Indigenous patients and residents accessing our services.

We know that when Providence is at its best, we change the world. We are committed to reconciliation in action in health care, and know that we have a unique opportunity and responsibility to try and get this right. We believe that the shared value of spirituality honoured by both Indigenous Peoples and Providence Health Care centres unifies our efforts for a more just and promising future.

Our foundational principles

How we do our work is just as important as what we do. This section of the plan draws the foundational principles from Providence's *Mission: Forward* strategic plan, and describes what they mean in the context of Indigenous wellness and reconciliation. They will guide how we as Providence will show up in the implementation of this action plan, and in our relationships with Indigenous Peoples.



Reconciliation

Reconciliation is not an outcome, but a process, and includes commitment and actions that we undertake each and every day.

Reconciliation is relationship. It requires us to lay proper groundwork through hearing truth, pursuing justice, and building respectful and reciprocal relations.

Reconciliation is restoration. It requires recompense and investment in reconstruction.



Mission/Vision/Values

We are driven by compassion and commitment to social justice. We are responsible for speaking up on issues of injustice and oppression, sharing truths and taking action to redress inequities.

We believe that spiritual care is part of health care. We must treat the whole person — body, mind, and spirit – in accordance with their own spiritual and cultural beliefs.



Ethics

Being in right relations in the territories of First Nations means respecting cultural protocols and Indigenous Law.

We recognize our work is better if we draw upon all knowledges, methodologies, and ways of being. All knowledge systems are equally valid.

Indigenous peoples hold rights to intellectual property and data governance.



Sustainability

Indigenous Peoples sustained the health, wellness and prosperity of their peoples and territories for millennia.

Achieving equity, dignity, and Indigenous human rights requires sustained investment.

Being good uninvited guests on the territories of host Nations includes embedding environmental sustainability in everything we do.



Person and Family-Centred Care

Indigenous Peoples' wellness is supported by a wholistic understanding of a human being in relationship with themselves, their kin, their environment, and their past and future generations. Models of care must reflect these understandings.

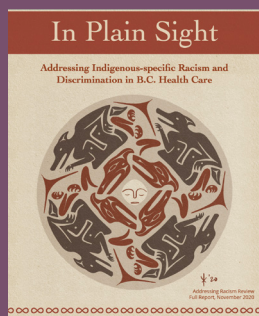
Cultural safety is a desired outcome of the care relationship with Indigenous patients and residents and can only be defined by them.

Person and family-centred care means seeing oneself reflected and feeling affirmed in one's identity. This requires the vigilant application of anti-racist and cultural safety lenses across our organization and the active celebration and honouring of the culture, successes, contributions, and rights of Indigenous Peoples.

PHC's Indigenous Wellness and Reconciliation Action Plan draws from successive reports, studies, and standards endorsed by Indigenous Peoples and federal, provincial, and other levels of government across the country.



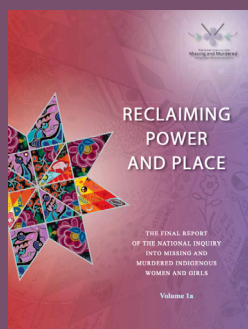
In Plain Sight: Addressing Indigenous-Specific Racism and Discrimination in Health Care—24 Recommendations



In June 2020, after allegations of health care workers playing games in BC hospital emergency departments guessing the blood alcohol levels of Indigenous patients, the Minister of Health commissioned and independent review to investigate the allegations and whether other forms of Indigenous-specific racism are being experienced by Indigenous people utilizing the provincial health care system. BC Health Minister Adrian Dix appointed Mary Ellen Turpel-Lafond to lead an independent review into these allegations. The study uncovered widespread systemic racism against Indigenous people accessing care in BC. The report resulted in 24 recommendations on systems, behaviors and beliefs.



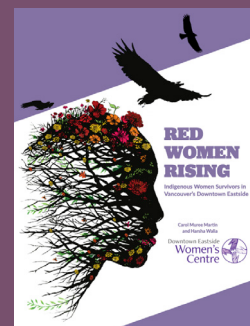
Missing and Murdered Indigenous Women and Girls Inquiry—231 Calls for Justice



In September 2016—in response to repeated calls from Indigenous groups, activists, and non-governmental organizations—the Government of Canada established the National Inquiry into Missing and Murdered Indigenous Women and Girls. The final report, named Reclaiming Power and Place, is comprised of the truths of more than 2,380 family members, survivors of violence, experts and Knowledge Keepers shared over two years of cross-country public hearings. It delivers 231 individual Calls for Justice directed at governments, institutions, social service providers, industries and all Canadians. As documented in the Final Report, testimony from family members and survivors of violence spoke about a surrounding context marked by multigenerational and intergenerational trauma and marginalization.



Red Women Rising—200 Key Recommendations



On April 3, 2019, The Downtown Eastside Women's Centre (DEWC) released Red Women Rising: Indigenous Women Survivors in Vancouver's Downtown Eastside based on the lived experience, leadership, and expertise of Indigenous survivors. The report is the culmination of a participatory process with 113 Indigenous women and 15 non-Indigenous women regarding the National Inquiry into Missing and Murdered Indigenous Women and Girls. This report contains 200 recommendations and is based on the leadership, lived experience, and expertise shared by Indigenous women in the DTES.

Throughout this Action Plan, we indicate which reports align with our goal areas.



IPS



MMIWG



RWR



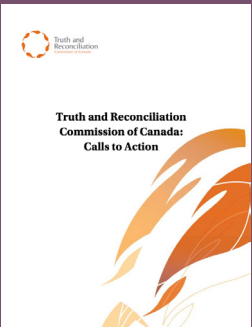
TRC



UNDRIP



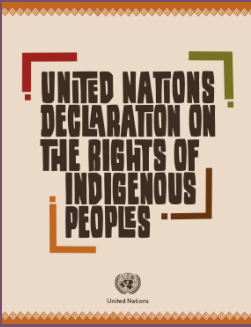
Truth and Reconciliation Commission—94 Calls to Action



Established in 2008, the Truth and Reconciliation Commission (TRC) documented the history and lasting impacts the Canadian Indian residential school system has on Indigenous students, their families and communities. Residential school survivors shared their experiences during public and private meetings held across the country. In June 2015, the TRC released an executive summary of its findings along with 94 “calls to action” regarding reconciliation between Canadians and Indigenous peoples. The Commission officially concluded in December 2015 with the publication of a multi-volume final report.



United Nations Declaration on the Rights of Indigenous Peoples—Human Rights Standards



The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) is the most comprehensive international instrument on the rights of Indigenous Peoples. It establishes a universal framework of minimum standards for the survival, dignity and well-being of the indigenous peoples of the world and it elaborates on existing human rights standards and fundamental freedoms as they apply to the specific situation of Indigenous Peoples. In December 2020, the Government of Canada introduced legislation to implement the Declaration. On June 21, 2021, Bill C-15, the United Nations Declaration on the Rights of Indigenous Peoples Act received Royal Assent. BC provincial legislation and federal legislation both affirm the application of the UN Declaration and describe obligations of these governments to align laws for consistency with the UN Declaration and develop action plans to achieve the objectives of the UN Declaration.

Our action plan

Successive reports and studies endorsed by Indigenous Peoples and governments in BC and across the country have told us what needs to be done.

Our goals and actions are drawn from the Calls to Action of the *Truth and Reconciliation Commission* (TRC), the Calls for Justice of the *Missing and Murdered Indigenous Women and Girls Inquiry* (MMIWG), the recommendations of *In Plain Sight* (IPS), and the human rights standards mandated in the *United Nations Declaration on the Rights of Indigenous Peoples* (UNDRIP).

To ensure that this action plan will be fully integrated into everything we do, goals and actions are nested in the four pillars of Providence's *Mission: Forward* strategic plan:



Partnerships



Quality



People



Learning

Within each pillar is a description of why this work is important and what will change, the five-year goals we are committing to, and the initial actions we will undertake in the next one to two years to advance those goals.

01



Partnerships

While Providence is accountable for implementing this action plan, whether those efforts are making a difference can only be assessed by Indigenous partners. This work is inherently relational, and partnerships form the foundation of the work. Therefore, our partnership goals and actions are described first, recognizing that Providence cannot do this work alone — it must be done in full collaboration with, and accountability to, Indigenous Peoples.

Goal: Establish meaningful reciprocal partnerships with the sovereign host Nations.

Description: xʷməθkʷə́yəm (Musqueam), skwxwú7mesh (Squamish), and sə́lilwətaɬ (Tsleil-Waututh) Nations have owned and stewarded their ancestral homelands since time immemorial. Providence is committed to respecting the self-determination and governance rights of these First Nations governments, being a responsible guest within their territories, and honouring their guidance related to the work Providence carries out.

This will involve formalizing partnerships and associated processes with sovereign host Nations governments and health directors, engaging Knowledge Keepers to provide protocol and cultural guidance, and ensuring that Providence staff are educated about the history, rights and contributions of the sovereign host Nations.

Alignment:



IPS 6/7



MMIWG 7.1



UNDRIP 3, 18, 19, 23, 31, 32



RWR 1

Goal: Establish continuous, safe, and meaningful engagement processes with Indigenous organizations, patients, residents and families.

Description: Providence provides service to an incredible diversity of Indigenous peoples, from many cultures and Nations, with a wide array of experiences, and residing in many settings in BC and beyond. Continuously improving the quality of care to these diverse persons requires us to regularly invite feedback and solutions from those we serve and their representative organizations.

Providence will establish advisory table(s), Indigenous patient network(s), and relationships with the Nations whose citizens are served at Providence, to transparently ensure that Indigenous knowledge, perspectives and experiences are sought and included in the work of Providence, and results are reported back.

Alignment:



IPS 6, 7



MMIWG 7.1



UNDRIP 18, 19, 23, 31, 32



RWR 2

Goal: Advance truth and reconciliation in the context of Catholic-sponsored health care.

Description: As a Catholic-sponsored health care organization, Providence has opportunities to work with other faith-based health organizations as well as Catholic entities to advance truth, justice, healing and reconciliation.

Providence will take all opportunities to provide leadership, advice and input to other faith-based health organizations as well as Catholic entities to advance Indigenous human rights, truth, justice, reconciliation, and cultural safety and, as requested, support Indigenous Peoples to advance their priorities with Catholic entities related to truth and reconciliation.

Alignment:



TRC 48, 49, 59



UNDRIP 2, 15

What are our priorities in 2022?

- Conduct meaningful engagement with Host Nations, Indigenous organizations, and Indigenous patients, families, and residents, utilizing the outcomes to inform our efforts to learn and improve
- Establish Knowledge Keeper and Elder Advisor roles to provide cultural guidance and leadership
- Undertake Indigenous patient journey mapping and surveying
- Embed meaningful opportunities for host Nations and Indigenous businesses into our procurement processes

What will change within five years?

We will have established meaningful and reciprocal relationships that result in benefits to all, a strong Indigenous cultural and governance presence across the work of Providence, and consistent engagement processes to understand the priorities and expectations of Indigenous patients, residents, and families served by Providence.



02

Quality

The core of Providence's mission is providing safe care that upholds the dignity of patients and contributes to the wholistic wellness outcomes that matter to them. Due to colonialism and present-day bias, Indigenous Peoples do not receive the same quality of care as other British Columbians and have deep mistrust of health and care settings. We find this unacceptable. We are committed to making Providence a place where Indigenous Peoples choose to access care.

Goal: Deliver identity-affirming health care for Indigenous patients and families.

Description: Indigenous patients often experience racism and discrimination, and their rights to access services that reflect Indigenous definitions of wholistic wellness are not reflected throughout BC's health care system. As a faith-based organization, Providence is uniquely positioned to embed supports for the physical, emotional, mental and spiritual well-being of Indigenous patients and families.

Informed by engagement, data, and patient journey mapping, Providence will expand its Indigenous-specific services providing complementary wellness services to Indigenous patients and families and improve transitions in care. We will proactively inform Indigenous patients about their rights to culturally safe care, and invite feedback, ensuring our complaints and incident response processes are also culturally safe and include access to Knowledge Keepers and cultural approaches for resolution.


Goal: Leverage new capital projects to meaningfully advance reconciliation and embed Indigenous cultural safety.


Description: New capital projects present opportunities to redesign how care is delivered and radically accelerate desired improvements through intentional design, change leadership and management, and political and public excitement. In particular, the new St. Paul's hospital and health campus is a once-in-a-lifetime opportunity to imagine and achieve transformative change in Indigenous Cultural Safety and meaningfully contribute to reconciliation.


We commit to acknowledge the history and ownership of the lands, histories, and the cultures of Indigenous peoples throughout the design of the new St. Paul's Hospital and health campus and other Providence capital projects. The new St. Paul's hospital will include dedicated sacred space and traditional medicine and healing gardens, as well as embed cultural safety into the models of care.


We will partner with the sovereign host Nations and engage with Indigenous signatories to establish a first-of-its-kind Indigenous Wellness and Welcoming Centre on the grounds of the new health campus as a meaningful contribution to healing and reconciliation.


Alignment:

- 

IPS 5
- 


MMIWG 3.2, 7.4, 7.5
- 


TRC 22
- 


UNDRIP 2, 21, 24
- 


RWR 2, 5, 8, 9, 12, 13, 14, 15, 16, 17


Alignment:

- 

IPS 10
- 

MMIWG 3.2, 7.1, 7.4
- 

TRC 13, 21, 22
- 

UNDRIP 13, 24, 26, 32
- 

RWR 5, 15

Goal: Improve the cultural safety of our health care settings and facilities.

Description: Many Indigenous Peoples mistrust health care and experience trauma responses to the institutional environment typical of western health care settings. Providence has the ability to transform its spaces to enhance cultural safety, affirm Indigenous identity, and support Indigenous patients to carry out their spiritual and cultural health and healing practices.

We will expand and/or create designated spaces in Providence facilities for Indigenous patients to practice ceremony and spiritual and cultural care, review and make necessary changes to the artwork and displays in Providence facilities from a cultural safety perspective — including expanding the visibility of Indigenous Peoples, histories, and rights in Providence facilities — and enhance access to traditional foods and medicines.

Alignment:



IPS 10



MMIWG 3.2



TRC 13, 21



RWR 5, 15

Goal: Undertake targeted initiatives to support Indigenous seniors, women, and those with mental health and substance use needs.

Description: Research and data unquestionably confirm what Indigenous peoples have long indicated and fought against — the disproportionate and compounding oppression placed upon Indigenous women, seniors, those with mental health disorders, and people who use substances.

Providence will work with partner organizations to undertake targeted efforts to address the systems failure inequitably impacting these populations, enhance cultural safety, and generate trust. In particular, we will work with other health organizations within the region to better understand the experiences of Indigenous women — including as related to maternity care — and develop a shared strategy to support their cultural safety and desired health outcomes.

Understanding that the emergency department is the locus of care for many Indigenous women, seniors, and those with mental health and substance use needs, we will make particular efforts to improve the experience, quality, and model of care in the St. Paul's hospital Emergency Department, including through enhanced peer support models.

We will expand Indigenous wellness services into Providence's long-term care sites, including liaison support, access to traditional foods, and ceremonial spaces.

Alignment:

IPS 16, 17



MMIWG 3.1, 7.2, 7.4



UNDRIP 21, 22, 24



RWR 8, 9, 11, 12, 14, 15, 16,



17, 18, 21, 22, 23, 24, 25

What are our priorities in 2022?

- Expand Indigenous wellness services, including to residents in our long term care facilities
- Improve the cultural safety of our complaints and incident response processes, including providing access to Knowledge Keepers and cultural approaches for resolution
- Expand and/or create designated spaces in Providence facilities for Indigenous patients to practice ceremony and spiritual and cultural care
- Expand access to cultural and traditional foods in Providence facilities
- Review and make necessary changes to the artwork and displays in Providence facilities from a cultural safety perspective
- Work with other health organizations within the region to identify improvements to support cultural safety and desired health outcomes of Indigenous women
- Implement cultural safety improvement projects in targeted areas and sites of priority, including the St. Paul's hospital emergency department
- Partner with the sovereign host Nations to establish a shared vision for a first-of-its-kind Indigenous Wellness and Welcoming Centre on the grounds of the new health campus

What will change within five years?

Within five years, we will have enhanced our Indigenous-specific services, implemented visible improvements to our facilities, and undertaken initiatives to address the unique and pressing needs of Indigenous women. Still, we know that despite this commitment, patients and residents may still experience harm. We are committed to ensuring that we are transparent, accountable and learn from those events and will improve the safety and cultural relevance of our processes for complaints and incidents.

03



People






Our ability to provide the best care to the patients and families we serve is interconnected with the health and wellness of our staff, medical staff and volunteers. We must support our workforce with the required knowledge and tools to perform at their best, empower them to use our values and foundational principles to ensure we are collectively true to our word, and ensure that our organization is a place where Indigenous people want to work.

Goal: Support staff learning through Indigenous cultural safety education, tools, coaching, resources, and events.

Description: For too long, there have been barriers to high quality training and education for health care workers in Indigenous cultural safety — a necessary measure to provide basic education in terminology, colonialism, racism, and Indigenous human rights and to develop skills in cultural humility and anti-racism.

Providence is committed to working with our partners to assure access to such training, and supplement this with practical tools, coaching, and year-round events to promote Indigenous cultural safety and well-being. This will involve establishing clear expectations for Indigenous Cultural Safety training for clinical staff, medical staff, corporate staff, residents and researchers at Providence. It will involve making this training relevant to practice, by providing specific tools, reviews, and practice coaching to enhance skills and application of cultural safety, cultural humility, and anti-racism at Providence sites and points of care.

Alignment:





-  IPS 19, 20
-  MMIWG 7.6
-  TRC 24
-  UNDRIP 2, 15, 21, 24
-  RWR 7, 9, 12, 17, 18

Goal: Create a safe, affirming, and equitable environment for Indigenous staff and medical staff, residents, volunteers, and learners.

Description: Becoming an employer of choice for Indigenous people will contribute to cultural safety and equity for both Indigenous patients and professionals.

We will develop and implement a Providence Indigenous Cultural Safety Policy and associated training and communications, and review and revise Providence human resource policies from an Indigenous cultural safety perspective. We will develop specific strategies and targets for Indigenous recruitment, retention, and staff satisfaction and implement initiatives to achieve those targets, including mentorship program(s) and spiritual, cultural, and mental health supports for self-identified Indigenous staff. We will visibly honour and celebrate Indigenous Peoples, cultures, rights, knowledge, histories and contributions through events, presentations, and communications products.

Alignment:

-  IPS 14
-  MMIWG 7.7, 7.8
-  TRC 23
-  RWR 11

Goal: Dismantle systemic biases in our people systems and processes.

Description: Bias and racism are health care quality problems of tremendous magnitude. Solving this problem requires each of us to make a personal and professional commitment to anti-racism and to nurture a culture where we speak up respectfully against racism when we observe it. It requires us to commit to equity, dignity, and belonging for all.

Consistent with our values and commitment to advocacy and social justice, we will implement equity, diversity and inclusion training, establish processes for staff to report incidents of racism, and review and revise our human resource policies and processes from an anti-racism perspective.

Alignment:



IPS 11



UNDRIP 2, 24



RWR 17, 18

Goal: Structurally embed Indigenous leadership throughout Providence.

Description: Embedding Indigenous perspectives at all levels of Providence operations and governance will complement the knowledge received through our *Partnership* goals and actions, providing the requisite expertise and capacity to drive results and progress against the commitments described in this action plan.

At a leadership level, we will proactively invite Indigenous participation on the Board of Providence and Providence-affiliated organizations, maintain a Board committee to assure accountability and progress in Indigenous Wellness and Reconciliation, and permanently establish a Vice-President, Indigenous Wellness & Reconciliation role at Providence responsible for identifying additional strategies to enhance and embed Indigenous leaders and models of leadership across Providence.

Alignment:



IPS 14



RWR 2

What are our priorities in 2022?

- Provide practical tools and coaching to enhance skills and application of cultural safety, cultural humility, and anti-racism at Providence sites and points of care
- Adopt an Indigenous Cultural Safety Policy and improve our people policies, procedures and processes to dismantle systemic biases
- Improve employee complaint line to provide a safe avenue for staff to report any incidents of racism and discrimination
- Provide Equity, Diversity, and Inclusion training for Providence leadership
- Confirm targets for Indigenous recruitment and retention and implement new initiatives to make progress in achieving those targets
- Honour and celebrate Indigenous Peoples, cultures, rights, knowledge, histories and contributions through events, presentations, and communications campaigns and products
- Invite Indigenous participation on the Board of Providence and Providence-affiliated organizations
- Maintain a Board committee to assure accountability and progress in Indigenous Wellness and Reconciliation

What will change within five years?

Within five years, we will have increased our recruitment and retention of Indigenous staff due to our multi-faceted support of Indigenous dignity and identity, and our active anti-racism culture. Our staff will have received training as well as practical practice-based supports and coaching in anti-racism and cultural safety. Our governance and operations are enriched by Indigenous thought leadership at all levels.

04



Learning

Providence Health Care is a learning organization — we pursue knowledge, make and learn from mistakes, and harness the curiosity and expertise of our workforce, partners, and patients to transform, innovate, and improve. We are still very early in our journey of learning — and unlearning — to support us to be in right relations and deliver high quality care with Indigenous Peoples, patients, and families.

Goal: Create an inclusive, safe, and empowering environment for active and meaningful research collaborations with local sovereign First Nations, Indigenous organizations, and Indigenous scholars, and patients.

Description: There is a long history of research done to — rather than with and for — Indigenous Peoples and communities, and continuing epistemic racism against Indigenous knowledge systems.

Privileging and making space for Indigenous Peoples’ research and scientific methodologies, intellectual property and data governance rights, and experienced researchers will enrich all research conducted at Providence, and contribute critical knowledge towards Indigenous health and wellness priorities. We will structurally embed Indigenous governance and decision-making, research methodologies, and principles throughout the research cycle. We will also develop a process/committee that is empowered to provide advice and reviews from Indigenous perspectives throughout the research cycle and to meaningfully incorporate Indigenous health research ethics into our research ethics philosophy. We will encourage Ownership, Control, Access, and Possession (OCAP™) and other relevant training for all researchers and staff, and require OCAP™ training for REB staff in particular. We will provide leadership and use our platforms to support and promote funding eligibility and accessibility of research opportunities by and with Indigenous peoples.

Alignment:



IPS 9



TRC 19



UNDRIP: 24, 31

Goal: In accordance with Indigenous data governance principles, gather and utilize data to eradicate anti-Indigenous racism and contribute to health system performance for Indigenous patients and families.

Description: Recent data clearly demonstrates the poor health system performance unfairly impacting Indigenous patients. We must continue to produce this data to identify where improvements are needed, evaluate progress, and hold ourselves accountable for results.

We will seek to do this by developing and implementing evaluation and accountability framework(s) for this action plan and specific Indigenous cultural safety initiatives. We will prioritize identification of performance indicators relating to the quality and experience of care amongst Indigenous patients served by Providence and produce and share performance reports with Indigenous partners and leadership. This will require us to improve the accuracy, collection and utilization of the Indigenous self-identifier. This work will be guided by a data governance policy and protocols for Indigenous-specific data gathered or held at Providence that will be guided by Indigenous Peoples.

Alignment:



IPS 9



TRC 19



UNDRIP: 24, 31

What are our priorities 2022?

- Completion of OCAP™ training for Research Ethics Board staff
- Develop tools and resources that describe principles and practices for ethical and effective research collaborations with Indigenous Peoples and organizations throughout the entire research cycle
- Identify performance indicators relating to the quality and experience of care amongst Indigenous patients served by Providence
- Create a data governance policy and protocols for Indigenous-specific data gathered or held at Providence that will be guided by Indigenous Peoples

What will change within five years?

Within five years, we will have supported our workforce with the required Indigenous cultural safety knowledge and tools to perform at their best, made safe and equitable space for Indigenous knowledge and methodologies, privileged Indigenous-led research and data projects on Indigenous-led priorities, and deployed our strong research and data platforms to amplify regular reporting on health system and service performance for Indigenous patients.

20
22

Providence Health Care

Indigenous Wellness & Reconciliation Action Plan



How you want to be treated.