

# TRUTH & RECONCILIATION

## Action Plan 2024 - 2025

### SAFE WORK ENVIRONMENT

- 1 Implementation of a Smudging Policy to respect Indigenous cultural practices.
- 2 Provision of educational workshops for staff on Indigenous history, medicines, and cultural sensitivity in collaboration with Indigenous organizations/communities.
- 3 Provision of mandatory Diversity, Equity and Inclusion (DEI) training for staff, including modules on microaggressions and unconscious bias.
- 4 Development of internal guidelines for creating personalized land acknowledgements, empowering leaders to authentically recognize Indigenous land and heritage.
- 5 Incorporation of discussions about smudging practices into corporate orientation to familiarize staff with cultural protocols and respect for Indigenous traditions.
- 6 Collaborate with partners to develop a localized Indigenous training module for staff, ensuring tailored education on Indigenous health and cultural sensitivity.

### PATIENT & FAMILY SERVICES

- 1 Co-design of Multi-Faith Space with local Indigenous artists to provide a welcoming environment for spiritual practices and cultural expression.
- 2 Collaboration with Pharmacy team and SOAHAC to ensure equitable access to medication and services through Non-Insured Health Benefits for Indigenous patients.
- 3 Indigenous representation on Patient & Family Advisory Council to prioritize Indigenous patient and family perspectives in decision-making.
- 4 Engagement with local Indigenous communities through community visits, fostering partnerships and understanding to better serve Indigenous patients and families.
- 5 Proactive complaint resolution with Indigenous nations, collaborating to address health needs and improve patient experiences.
- 6 Partnership with SOAHAC to establish an Indigenous Navigator role, dedicated to supporting Indigenous patients and families through the health care system and helping to access culturally appropriate care.

### ACCOUNTABILITY FOR MEETING TARGETS

- 1 Specialized training on Indigenous history and education for leaders and Board of Directors to inform strategic decision-making and uphold accountability for Indigenous health equity.
- 2 Monitoring and evaluating the implementation of the Smudging Policy, DEI training and other initiatives to ensure effectiveness in creating cultural safety.
- 3 Setting measurable targets for improving Indigenous health outcomes and cultural competence through strategic planning, reviewing progress and adjusting strategies as needed to meet targets.
- 4 Ongoing collaboration with Indigenous organizations to assess progress in meeting targets and identifying improvement opportunities for health equity.

