

TRUTH & RECONCILIATION

Action Plan 2026 - 2027

SAFE WORK ENVIRONMENT

- 1** Provision of ongoing staff education focused on Indigenous health, cultural humility, and equity-informed practices to strengthen culturally safe care delivery.
- 2** Integration of Indigenous health and reconciliation education into corporate orientation and annual staff learning.
- 3** Continuation and evaluation of the Smudging Policy, ensuring consistent and respectful application across all departments.
- 4** Strengthening staff and leadership awareness through organizational events such as National Day for Truth and Reconciliation, Red Dress Day, and Indigenous Peoples Celebration.
- 5** Collaboration with Indigenous partners and regional teams to enhance and localize cultural safety education for staff.

PATIENT & FAMILY SERVICES

- 1** Through engagement with Indigenous health leads and communities, the hospital will implement Indigenous Self-Identification, which will support the following:
 - A deeper understanding of Indigenous patient needs, enabling the hospital to tailor programs, resources, and supports in ways that better reflect the priorities and experiences of Indigenous patients.
 - Improvements in care pathways which will help inform enhancements to culturally appropriate services and ensure patients receive care that aligns with their values, traditions and wishes.
- 2** Inclusion of a patient experience survey question on discrimination and racism, with ongoing monitoring and reporting to inform improvements.
 - *Current result: More than 96% of patients report no experience of discrimination during their visit or stay at STEGH.*
- 3** Expanded access to SOAHAC Indigenous Patient Navigation, supporting patients and families in navigating care and accessing culturally appropriate services.
- 4** Advancement of Multi-Faith / Indigenous Space planning and co-design with Indigenous community partners.
- 5** Strengthening culturally safe approaches to complaint resolution, including collaboration with Indigenous partners when appropriate.
- 6** Representation of Indigenous perspectives through patient engagement structures and partnerships.

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ACCOUNTABILITY FOR MEETING TARGETS

- ✓ Alignment with STEGH's Strategic Plan, including a dedicated focus on health equity, Indigenous care, patient partnership, and anti-racism.
- ✓ Monitoring and reporting on patient experience data, including discrimination-related feedback, to guide improvements.
- ✓ Ongoing evaluation of initiatives such as the Smudging Policy, staff education, and Indigenous partnerships.
- ✓ Regular updates to leadership and Board on progress, including key achievements, challenges, and opportunities.
- ✓ Continued development and refresh of the Truth and Reconciliation Action Plan incorporating Indigenous partner feedback and organizational learning.

PARTNERSHIPS & COMMUNITY ENGAGEMENT

- 1 Ongoing collaboration with Indigenous partners, including SOAHAC, Oneida Nation of the Thames, and regional Indigenous leaders, to support culturally safe care and shared priorities.
- 2 Engagement through listening sessions, community visits, and collaborative discussions to better understand patient needs and experiences.
- 3 Partnership with Oneida Nation of the Thames to improve transitions in care from hospital to home and strengthen access to community-based supports.
- 4 Participation in regional Indigenous health initiatives through the local Ontario Health Team Indigenous Lead.
- 5 Hosting and supporting community-focused events, including the Indigenous Peoples Celebration to foster relationship-building and cultural connection.