

# First Nations and Métis Relations

## - Specialty Services

### Building a Culturally Responsive Health Service

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#### Summary

First Nations and Métis Relations offers the following specialty services to ensure that the Saskatchewan Health Authority is a culturally safe place for First Nations and Métis residents, patients and employees. The development of a representative and culturally responsive staff and the development of culturally safe programs will both improve the health outcomes of the First Nations and Métis community and reduce the health care costs associated with their care. Services are also available to support the Saskatchewan Health Authority commitment to the Truth and Reconciliation Commission's Calls to Action.

- Program consultations on cultural responsiveness, cultural safety and Reconciliation
- Professional development and learning opportunities in cultural responsiveness, cultural safety and Reconciliation
- Cultural conflict advisory and mediation consultations (individual or group)
- Recruitment and retention consultations
- Research consultations

#### *Program Consultations on cultural responsiveness, cultural safety and Reconciliation*

##### ***Cultural Advisory services***

Advice on cultural protocols, traditions and cross cultural interactions available through the Cultural Systems Advisor upon request.

##### ***Conference and event planning consultations***

Consultants can offer support for event and conference planning that aims to engage First Nation, Métis and other diverse communities. Supports include links to communities and advise on culturally relevant materials and process.

##### ***Engagement & connection to First Nation and Métis communities***

Consultants can offer advice and support regarding engaging and connecting to First Nation, Métis and other diverse communities.

##### ***Information consultation***

Consultants can provide, by request, presentations, reports and briefs related to specific cross-cultural issues, cultural responsiveness and cultural safety.

##### ***Program development***

Assistance and advice is provided to help ensure that programs develop cultural responsiveness through supportive policies and practices. Linked to the Intercultural Development Inventory, managers can determine what steps and practices they need to incorporate to support a culturally responsive work environment and a representative workforce. Programs that have limited uptake from certain cultural groups may want to look at their approach to ensure cultural responsiveness is built in.

##### ***First Nations and Métis Health Overview***

Presentations and consultations on the work, research and strategy of the First Nations and Métis Relations department and the specialty services are available upon request.

##### ***Strategic planning consultation***

Consultants are available to develop a strategic plan to work towards Reconciliation or a culturally responsive approach.

## ***Professional Development and Learning Opportunities in Cultural Responsiveness /Safety/Reconciliation***

Tools and resources have been developed to assist Managers, HR Business Partners and Quality Improvement Leaders to educate and train staff in cultural responsiveness, cultural safety, equity and Reconciliation. Professional development and learning opportunities are listed below. Many of the workshops can be modified and expanded to meet your groups learning needs.

### ***Allies and Reconciliation***

This training looks at what it means to be an Ally and how that connects to the work of Reconciliation. Through discussion and self-reflective activities participants will gain a better understanding of how they can make a difference. This workshop is 1 ½ - 2 hours in length depending on the size and needs of group.

### ***Kairos Blanket Exercise (Kairos Canada)***

This interactive learning experience explores the historical and contemporary relationship between First Nation and Métis peoples and non- First Nation and Métis people in Canada. This two plus hour workshop works best with a group of 20 -45 and is a very powerful way to explore our history. <https://www.kairosblanketexercise.org/>

### ***Cultivating Change***

The intent of this training is to create awareness of the historical basis of the current health challenges for First Nation and Métis people in Saskatchewan. It is presently offered to every new employee with the Saskatchewan Health Authority (Saskatoon) during their Welcome Onboard Week Orientation. The workshop is 1 ½ hours in length.

### ***Cultural Self-Awareness Workshops & Huddle Cards***

Cultural self-awareness is one step in becoming culturally responsive. Participants will engage in self-reflective activities and discussions that will help unpack the often invisible rules, traditions, norms and values we operate from and cover the concepts of racial equity and privilege. By focusing on building cultural self-awareness, individuals will be better equipped to offer culturally safe care to patient / clients / residents. To accommodate a variety of needs this workshop can be offered over a number of modules.

### ***Cultural Conversations***

These professional development and educational events are open to Saskatchewan Health Authority employees and the community. They offer an opportunity to have informal conversations about cultural issues in health care. The topics of conversation support the FNMR strategic goals of becoming a culturally responsive organization while creating a culturally safe environment. These workshops are open to all staff and vary in length from 1 – 2 hours and are promoted on an ongoing basis.

### ***Intercultural Development Inventory***

We have trained QA's to administer the assessment questionnaires to groups of SHA staff. We have been using the IDI assessment tool since 2011 (previously under Saskatoon Health Region). The tool is used to assess group and individual levels of intercultural competence and supports groups working towards increasing their level of cultural responsiveness. <https://idiinventory.com/products/>

## ***Cultural Conflict Advisory and Mediation Consultations (individual or group)***

We offer confidential advice, considerations and/or professional development in-services to address interpersonal cultural conflict using cultural models of mediation. Problem-solving and advice can be offered to managers before issues escalate into a more serious stage. The type of services offered will vary dependent on the identified needs. We can offer in-services for both groups and individuals based on the situation.

## ***Research Consultations***

### ***Research***

First Nations and Métis Relations is invested in and committed to quality research and evaluation to support the development of programming that leads to better health outcomes for First Nations and Métis peoples. We provide services in the area of First Nations and Métis health research and research methodologies. We offer a range of consultation services throughout the research continuum from proposal to dissemination.

## **Recruitment Consultations**

### **Recruitment and retention consultations**

Presentations and consultations on our recruitment and/or retention services are available upon request.

### **Development of exempt or designated positions and qualifications on postings**

Offer support with the development of exempt or designated positions, support conversations with unions and other key decision makers. Support development of culturally responsive qualifications for postings.

### **Interview and selection support**

Cultural advice and tools are available for managers and business partners to assist them identifying the best applicant for the position as they work towards creating a representative and culturally responsive workforce.

### **Assistance with connecting with diverse candidates & community recruitment events**

Offer advice and/or support with promoting job postings through our networks and connections. We are available to organize and attend recruitment events in order to connect First Nations, Métis and other underemployed communities with job opportunities.

### **Aboriginal student recruitment- clinical placements and employment opportunities**

We offer support to connect your department with Aboriginal students from a variety of post-secondary educational institutions. We are available to offer presentations at educational institutions to promote health careers, clinical placements and your department.

### **Pre-employment program supports and connections**

We can support connections with community agencies and educational institutions with job ready individuals and to unique employment support programs. We can develop and coordinate pre-employment programs like Step into Health careers and Bridging into Health Careers to provide job ready individuals with certificate training, work experience, employability skills, career development and mentorship training. Programs can be delivered depending on need and funding in a 6 -8 month time frame.

## **Retention Consultations**

### **Mentoring individuals**

We offer mentoring support to individual employees and management as requested to support retention.

### **Mentoring Circles**

A mentoring circle is a structured opportunity to meet and connect with other First Nations and Métis employees within the region. We offer support to departments interested in organizing these circles (these can be for staff of all cultures) in order to offer support and mentoring on issues potentially affecting their retention and level of engagement with the Saskatchewan Health Authority (e.g. opportunities for advancement, balancing work and home life, cultural diversity, conflict, support services, etc.).

**Website:** [https://www.saskatoonhealthregion.ca/locations\\_services/Services/fnmh/Pages/Home.aspx](https://www.saskatoonhealthregion.ca/locations_services/Services/fnmh/Pages/Home.aspx)

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