

DOCUMENT 4

A Snapshot of OPH Actions to Address the Share Your Story (SYS) Report Recommendations

The following table provides a few examples of Ottawa Public Health (OPH) actions that have been implemented to address Indigenous-specific racism and discrimination (ISRD) and/or to promote Indigenous cultural safety. The initiatives align with the [recommendations](#) outlined in the [Share Your Story](#) report, grouped according to the Seven Sacred/Grandfather Teachings.

<b>COURAGE</b> <i>Ownership</i>	<b>RESPECT</b> <i>Commitment to equity &amp; collaboration</i>	<b>TRUTH</b> <i>Expectations</i>	<b>LOVE</b> <i>Standards</i>
<ul style="list-style-type: none"> <li>• <b>Communication</b> <ul style="list-style-type: none"> <li>– Creation of <i>OPH Reconcili-ACTION Plan</i> to address TRC Calls to Action</li> <li>– Annual reports to Board of Health (BOH) on Indigenous health &amp; reconciliation (since 2017)</li> <li>– <i>Board of Health (BOH) motion</i> on racism (2019)</li> <li>– All-Staff messages from MOH; BOH newsletters</li> </ul> </li> <li>• <b>Leadership</b> <ul style="list-style-type: none"> <li>– <i>Medical Officer of Health (MOH) and Senior Leadership Team (SLT) support</i></li> <li>– <i>Indigenous Cultural Safety organizational assessment (ICSOA) – facilitated discussion with SLT</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Systematic engagement</b> <ul style="list-style-type: none"> <li>– <i>MOH annual check-in meetings</i> with individual Indigenous service providers (ongoing since 2009 with increasing # of partners); periodic meetings with all Ottawa Aboriginal Coalition (OAC) members</li> <li>– Creation of the <i>Urban Indigenous Health Strategy Alliance (2015)</i> that resulted in funding for the SYS research and report</li> <li>– MOH meeting with non-Indigenous health system partners (e.g., hospital CEOs)</li> <li>– Supporting the creation of the <i>SYS Community of Practice</i> with health system partners</li> </ul> </li> <li>• <b>ISRD Strategy</b> <ul style="list-style-type: none"> <li>– <i>ICSOA</i> completed – analysis in-progress</li> <li>– <i>Microaggression Policy</i> (In progress, 2023) - internal to OPH</li> <li>– <i>Anti-Racism/Anti-Oppression Action Plan (AR/AO)</i> in development; includes actions to address ISRD</li> <li>– <i>AR/AO Workplace Policy</i></li> <li>– <i>Diversity Audit</i> – Completed in 2022; resulted in creation of HEDI Service Area – includes focus on Indigenous Health, Rights &amp; Reconciliation</li> </ul> </li> <li>• <b>Collaborative Service Delivery</b> <ul style="list-style-type: none"> <li>– E.g., Healthy Growth &amp; Development; Wabano Dental Clinic; Immunization Clinics; Case Management; COVID COMMS</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Performance expectations</b> <ul style="list-style-type: none"> <li>– <i>OPH Strategy</i> - Public declaration of OPH’s commitment to Reconciliation (2019-2022; 2023-2027)</li> <li>– <i>OPH Reconcili-ACTION Plan evaluation framework</i> – Created in 2018; based on principles of Reconciliation; emphasis on ICST for employees &amp; BOH (implementation delayed due to pandemic)</li> <li>– <i>ICS Self-Assessment Survey</i> (San’yas, Sept 2023) – Baseline to help establish individual &amp; organizational needs &amp; targets</li> </ul> </li> <li>• <b>Monitoring mechanisms</b> <ul style="list-style-type: none"> <li>– <i>Client Satisfaction Survey</i> (e.g., Wabano Dental Clinic; other surveys need to be fine-tuned and disseminated)</li> <li>– <i>OPH Microaggression Policy</i> – Internal policy in-progress</li> </ul> </li> <li>• <b>Human Resources Policy &amp; Practices</b> (designated positions) <ul style="list-style-type: none"> <li>– <i>Hiring</i> Indigenous Health Specialists (x2); Health Equity Specialist (x2) who will focus on AR/AO (permanent positions)</li> <li>– Connected with Indigenous colleagues/partners for guidance and support re: job posting process</li> <li>– <i>Interview panels</i> – Include Indigenous leaders</li> <li>– <i>DEI Strategy/Action Plan</i> (e.g., City targets re: DEI; Count Me In; mentoring and leadership programs)</li> <li>– <i>Mandatory Implicit Bias Training</i> for all supervisors</li> <li>– <i>Mandatory/targeted ICST</i> for ST/Leadership Team, BOH</li> </ul> </li> <li>• <b>External communications</b> <ul style="list-style-type: none"> <li>– Created an <a href="#">external webpage</a> to share tailored resources/ services and updates with Indigenous community members</li> </ul> </li> <li>• <b>Base funding</b> for Indigenous health received from MOHLTC (2019)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">OPH Strategy 2023-2027</a> - Goal 3: Promote wellbeing and reduce harms (i.e. focus on reducing stigma)</li> <li>• <b>Culturally safe space</b> – Initiated <i>Indigenous art installations and land acknowledgment</i> plaques in some OPH offices (stopped during pandemic) <ul style="list-style-type: none"> <li>– Co-creation of <i>OPH dental clinic</i> at Wabano and Indigenous-specific COVID vaccine clinics</li> <li>– Arranged <i>talking circles</i> for employees facilitated by Indigenous partners and Elders</li> <li>– Encourage Indigenous employees to participate in <i>FNIM Affinity Group</i></li> </ul> </li> <li>• <b>ICST</b> <ul style="list-style-type: none"> <li>– <i>Indigenous-specific racism sessions</i> offered to all OPH employees, leaders, and Ottawa BOH</li> <li>– <i>City’s Pathway to Indigenous Learning</i> available to all employees</li> <li>– San’yas Anti-Racism and ICST and IPHCC’s Foundation of ICS offered to OPH employees x several years</li> <li>– <i>Onboarding</i> - Selected ICS learning opportunities offered to new employees (e.g., vaccine clinics)</li> <li>– <i>ICS Self-Assessment Survey</i> (Sept 2023)</li> </ul> </li> </ul>

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<p><b>HUMILITY</b> <i>Accountability</i></p>	<p><b>HONESTY</b> <i>Oversight</i></p>	<p><b>WISDOM</b> <i>Continual improvement &amp; renewal</i></p>
<ul style="list-style-type: none"> <li>• <b>Human resources</b> – Hiring two (2) <i>Indigenous Health Specialists</i> to ensure First Nations, Inuit, Métis, and urban Indigenous lens is included in the planning of OPH programs and services (e.g., tailored resources available in Indigenous languages; facilitate Indigenous partner engagement)</li> <li>• <b>Evaluation</b> – Allocate resources to ensure the implementation and quarterly monitoring of the <i>Reconciliation Plan evaluation framework</i> <ul style="list-style-type: none"> <li>– <i>Annual check-in meetings</i> with Indigenous partners</li> <li>– <i>Annual report to Ottawa BOH</i></li> <li>– <i>ICST tracking system</i>, including anti-Indigenous racism learning opportunities (<i>under review</i>)</li> <li>– <i>Client Safety Survey (in discussion)</i></li> </ul> </li> <li>• <b>Professional development plans (PDP)</b> <ul style="list-style-type: none"> <li>– <i>OPH PDP</i> - Attempts made to systematically incorporate ICS/ISRD learning ops into annual PDP discussions</li> <li>– <i>ICS/ISRD learning ops</i> – Diverse list created/updated annually for OPH employees to coincide with annual PDP discussions with supervisors/managers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Indigenous engagement</b> <ul style="list-style-type: none"> <li>– Systematically arrange annual check-in meetings with Indigenous partners (OPH is aware that more emphasis on opportunities to engage with and gather feedback from Indigenous clients and community members is required, especially Indigenous youth and Elders)</li> </ul> </li> <li>• <b>Inuit health &amp; wellbeing</b> – Collaborating with local Inuit service providers to arrange a series of facilitated ‘synergy sessions’ to identify and address Inuit-specific health issues, gaps, challenges, and solutions</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">OPH Strategy 2023-2027</a> <ul style="list-style-type: none"> <li>– Ongoing, public commitment to reconciliation and to address racism – i.e., <i>“As guided by the principles of respect, relationship, reciprocity, and reflection, OPH will continue to work in partnership with urban Indigenous peoples – including First Nations, Inuit, Métis peoples and communities – to promote social justice and advance Indigenous rights and wellbeing.”</i></li> <li>– E.g., right to self-determination; right to be free from discrimination; right to cultural identity; right to free, prior informed consent</li> </ul> </li> <li>• <b>OPH reconciliation-related evaluation</b> <ul style="list-style-type: none"> <li>– Performance measures (PMs) – Currently under review to ensure that they continue to align with community-identified priorities and OPH Strategy</li> <li>– Establish and implement OPH-wide PMs based on internal and external partner feedback in 2024</li> </ul> </li> </ul>