



Providence Health Care

How you want to be treated.

Providence Health Care (PHC) Medical Staff Orientation Program:

Medical Staff Orientation Manual

Indigenous Wellness and Reconciliation (IWR)

*Prepared by Medical Affairs, PHC
in collaboration with Leaders and Staff from across the Organization*

Please refer to the PHC Medical Staff website for copies of important documents such as PHC Medical Staff Rules, Bylaws, and Medical-Staff-related policies
<http://phcmedicalstaff.ca>

Indigenous Wellness and Reconciliation

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Indigenous Wellness

PHC is committed to the process of Truth and Reconciliation with Indigenous Peoples and it is embedded into everything we do. The IWR team supports PHC to make this commitment a reality through implementation of the [Indigenous Wellness and Reconciliation Action Plan](#) (IWRAP), and the implementation of PHC's [Indigenous Cultural Safety Policy](#), which applies to all PHC Staff and Medical Staff.

The IWR team provides Indigenous cultural safety leadership, support, and facilitation of meaningful connection to key learning and professional development opportunities and expert consult and leadership to the implementation of the Indigenous Wellness and Reconciliation Action Plan for PHC. The team also provides a critical role supporting service

providers to understand principles of Indigenous cultural safety and humility and apply their learnings to the care environment. Finally, the team provides or coordinates Indigenous-specific care, helping patients, residents, and families with access to cultural support, cultural teachings, traditional medicines, community services, connection to ceremony and access to the All Nations Sacred Space in St. Paul's Hospital.

ORGANIZATIONAL DEVELOPMENT

The IWR team supports the whole organization with assistance in addressing the following matters:

- Reviewing organizational policies, procedures, guidelines, standards, practice standards, protocols, forms, and patient health education materials.
- Assisting patients, residents, and families through the formal complaints processes, and assisting in critical incident reviews and ethics/case consults.
- Strengthening Indigenous recruitment and retention efforts.
- Working to make PHC's facilities and physical spaces more culturally safe for Indigenous people.
- Working with teams and researchers across PHC on quality improvement projects.

CULTURAL SAFETY LEARNING

The mandate of the IWR team is to support all PHC Leaders, Staff and Medical Staff in their learning and education about Indigenous Peoples, their history, cultures, and ways of knowing. The Indigenous Cultural Safety team can support medical staff in the following ways:

- Identifying appropriate learning and education opportunities to meet staff where they are at on their Truth and Reconciliation journey, i.e., beginner to advanced learner.
- Providing shoulder-to-shoulder mentoring, guidance and advice.
- Attending Rounds, committees, department meetings and helping leadership develop learning goals and plans
- Providing opportunities to learn more about the host First Nations and the diversity of Indigenous people living in Metro Vancouver.

RESEARCH AND DATA

Anyone doing Indigenous related research at PHC must follow the principles of [OCAP](#) to ensure that Indigenous peoples have control over data collection processes, and that they own and control how this information can be used. The IWR team's work includes:

- Integration of the goals of IWRAP with Providence Research and *Discovery: Forward*
- Applying cultural safety and data sovereignty principles to research and data methods
- Supporting Indigenous researchers and research priorities
- Accountability for applying results to generate improvement

INDIGENOUS WELLNESS SERVICES

PHC does facilitate access to cultural support for Indigenous patients, residents, and their family members while receiving health services at PHC facilities. These supports include Indigenous Wellness Liaisons, Indigenous Peer Support Workers, and access to Elders. IWR's Indigenous Wellness Services can and should be accessed as an 'expert internal consult service' for patients, residents and families who self-identify as First Nations, Métis and Inuit.

To connect a patient or resident to Indigenous Wellness Services, Medical Staff can create a consult in Cerner, or call or email the team directly. The team relies on care providers reaching

out directly, as there is not an automatic consult or referral made when Indigenous patients or residents self-identify as Indigenous. If it is not clearly noted in a patient's chart that they are Indigenous, it is ok to ask the patient if they are Indigenous, and if they would like to access the additional supports of the team.

INDIGENOUS ENGAGEMENT

All of IWR's work is grounded in creating and maintaining meaningful reciprocal relationships with sovereign host Nations and Indigenous patients and organizations, and maintaining accountability for PHC's work and commitments to Truth and Reconciliation. IWR's Indigenous Engagement and Community Relations team works to:

- Engage in a way that is inclusive, holistic, and promotes Indigenous sovereignty and well-being.
- Establish structures to amplify Indigenous inputs to our facilities, services, education, and quality of care.
- Advise in the design of the New St. Paul's Hospital, future projects and current facilities and services to ensure they are culturally safe spaces and respect host First Nations as the original stewards in these territories.
- Support Nations and Indigenous organizations needing assistance in working with PHC.

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