



CYSPC Cultural Safety Training: January 9th, 2015

Suggested Action Items to Improve Cultural Safety at Member Organizations

Organizational action items



Evaluate and research changes needed throughout organization to improve and promote cultural safety.

Examine organizational values and beliefs to see how they do, or do not, support and promote cultural safety.

Create welcoming environment by posting celebratory and culturally-diverse artwork, playing different kinds of music in waiting area (not just local radio station), etc. (4)

Use “circles” whenever possible and appropriate - i.e., during hiring processes; during staff meeting

Ensure written materials produced by agency represent cultural diversity of clients, staff and board members.

Share information, learning and resources from Cultural Safety Training with all staff, volunteers and board members. (4)

Ensure composition of Board of Directors reflects community composition and agency commitment to diversity.

Incorporate questions about cultural awareness, sensitivity and safety into hiring processes.

Promote increased awareness and understanding of cultural safety among all staff.

Incorporate cultural awareness, sensitivity and safety training into staff orientation and professional development. (4)

Explore ways to incorporate cultural awareness, sensitivity and safety training into staff training on ongoing basis, such as:

- Allocating time at each staff meeting to share cultural information
- Including cultural information in regular agency communications, newsletters and videos
- Incorporating story telling and story listening into our discussions/day

Engage community members, such as Elders and Knowledge Holders, as advisors or mentors.

Allow/encourage/support flexibility in pacing of services and scheduling to foster relationship building and to develop trust in recognition of non-mainstream cultural patterns and preferences. (2)

Re-examine organizational expectations relating to scheduling, case load, and clients contacts/day through “cultural safety lens”; and when possible, increase time spent with clients and their families.

Develop process that supports regular reviews of commitment to cultural safety. Ensure commitment remains active, authentic and meaningful. Build on past successes and identify additional changes or improvements needed.

Allocate resources needed to explore and address cultural safety in organization as discussed above.

Intake processes

Review intake processes through “cultural safety lens”.

Broaden definition of “family” when completing family intake with Indigenous clients.

Eliminate “ticky boxes” from information or intake forms completed by staff. Replace with conversation to explore issues.

Incorporate appropriate question or opportunity for self identification into all interviews

Example: “Where are your people from?”; “Tell me a bit about your family holidays and celebrations.”



Suggestions for individual staff

Ask clients, in respectful way, what they need in order to feel safe and comfortable in environment and in working relationship with staff.

Whenever possible, don't use computers or other technology when with client, unless relevant to conversation.

Explore appropriate ways to bring and share “self” with clients; present self as “more than job”.

Recognize and examine relevance of cultural safety to professional work/position/responsibilities AND to personal values/life.

Demonstrate humility and willingness to learn.

Be willing to take risks, make mistakes and open self to continuous learning.

Be willing to share your knowledge, learning and own awareness and experiences with co-workers and colleagues in respectful way to promote their learning.

Self monitor language and behaviour. (2)

Respectfully challenge language or behaviour of others if you see or hear something that is inappropriate or demonstrates lack of awareness and understanding.

Be aware of lateral violence among co-workers and colleagues. Monitor own and others' behaviour.

Incorporate "culture" into discussions; keep "culture" present - i.e., visual cues; acknowledge various celebrations.

When possible and appropriate, incorporate cultural tools into clinical practice and service delivery, such as medicine wheel and genogram.

Incorporate story telling and story listening into work with Indigenous clients. (2)

Develop/increase personal comfort with silence. Some people need time to digest information, consider response, etc.

Improve listening skills. (2)

- Be in the moment and make the most of whatever time you have with each client.
- Be a "heart with ears".

