

DESCRIPTION OF THE DEVELOPMENT OF THE CCA INDIGENOUS INFORMED APPROACH STANDARDS

In 2014, CCA was serving two Aboriginal community health centres, as well as piloting accreditation reviews with nine Ontario Aboriginal Health Access Centres and entering into a service agreement with the Ontario Federation of Indigenous Friendship Centres. Interest was expressed from all these sectors for CCA to augment its standards to reflect expectations for service being provided to Aboriginal/Indigenous persons.

Each year CCA plans to review and update different sections of standards and in 2014, standards around services to Aboriginal persons was prioritized. As with other standards development processes, CCA put out a call for an Advisory Group to provide feedback and guidance throughout the development process and engaged a consultant to conduct an initial literature review to provide a framework for the standards. The Call for Advisory Group members was issued in August 2014 and the Advisory Group was composed of the following individuals:

- Gertie Mai Muise, (Chair) Associate Director, Southwest Ontario Aboriginal Health Access Centre
- Tillie McLeod, Office Manager, N'Mninoeyaa Health Access Centre
- Jeff Cooper, Board Member, De Dwa Da Dehs Nye Aboriginal Health Access Centre
- Jane Harrison, Manager, Wash-Keshuu-Yaan Unit, Anishnawbe Health Toronto
- Lori Flynn, Friendship Centre Capacity Development Manager, Ontario Federation of Indigenous Friendship Centres
- Cheryl Ward, Provincial Lead, Indigenous Cultural Competency Program, BC Public Health Services Authority
- John Dixon, Director, Mental Health and Addictions, Dilico Anishinabek Family Care

The consultant engaged to support this initiative was James Butler of Flat Island Strategic Communications and Media Design. He first conducted a literature review/environmental scan with the findings summarized in his background report - ***Understanding a Wholistic Aboriginal Worldview of Healing and Wellness***. Based on this report and review of research, he identified possible key elements that should be included in the standards for the Advisory Group's consideration.

The Advisory Group first met in October 2014 and reviewed the Butler report and possible key topic areas. They agreed that the approach to the standards should be premised on alignment with a wholistic Aboriginal framework of healing and wellness, focused on the restoration and rebalancing of the physical, mental, emotional and spiritual wellbeing of people, families, communities and Nations through all life stages. The framework recognizes Aboriginal rights to determination, the role of Indigenous knowledge, values systems and approaches to inform planning and practice, and the blending of Indigenous and Aboriginal-preferred western ideas and practices. Concepts and learnings were also integrated from the Indigenous Cultural Competency Program of the BC Public Health Services Authority which was beginning to offer training for health professionals in Ontario. For example, the definition of cultural safety was adopted from this program.

Draft standards were developed with the Advisory Group's input and, in March 2015, were sent out to a wider range of service providers (including a traditional healer) and researchers from across Canada who had agreed to critically review the drafts. Their feedback was reviewed by the Advisory Group and CCA Staff and the Standards were revised based on what was heard. Once final edits were done, the standards were formally issued in the November 1, 2015 Version 2.5 of the Organizational Standards. It was decided to structure the standards as follows:

- two new standards for all organizations serving communities with some Aboriginal people
- a new Component (that is, a group of standards) specifically applicable to Aboriginal-mandated organizations

As these were Pilot standards, Aboriginal organizations were offered the choice to use these standards or not. Organizations that served some Aboriginal people were expected to complete the two standards related to serving Aboriginal individuals.

In 2020, the Aboriginal Services Standards were reviewed as part of the Organizational Module review and CCA decided to have a specific component called Indigenous Informed Approach. The standards in this component apply to organizations that are mandated to primarily serve Indigenous persons and communities, including First Nations, Inuit and Metis People. They focus on the services process. The standards in this component are:

ORG-IA-1 Where an organization primarily serves Indigenous persons, the service process supports Indigenous cultural safety.

ORG-IA-1.1 Services integrate relationships with caregivers, family, extended family, community and Nation as appropriate and directed by the person served.

ORG-IA- 1.2 Where the organization is an Indigenous organization, the majority of service providers are Indigenous.

ORG-IA-1.3 A majority of board members are Indigenous individuals from communities served.

ORG-IA- 1.4 The organization encourages the use of Indigenous cultural practices that are relevant to persons served and the local context.

ORG-IA- 1.5 As part of a collaborative, professional and integrated care environment, there are mechanisms in place to include traditional resource people from the community.

ORG-IA-2 Where an organization primarily serves Indigenous persons, Indigenous-informed approaches to service are used. (Note: Indigenous cultural safety is an organizational climate where the unique history of Indigenous peoples is recognized and respected in order to provide appropriate care and services in an equitable and safe way, without discrimination (Source: San'yas Indigenous Cultural Safety Training Program, Provincial Health Services Authority of British Columbia).)

ORG-IA-2.1 Services integrate the physical, emotional, mental, spiritual and cultural areas of life as appropriate to the persons served and the local context.

ORG-IA-2.2 Processes for intake are flexible and reflect cultural protocols and an understanding of local cultural contexts.

ORG-IA-2.3 Every effort is made to have qualified Indigenous staff conduct the intake with Indigenous clients.

ORG-IA-2.4 Written policies and procedures developed to reflect the local context and with the input of Indigenous communities guide the use of traditional practitioners and their helpers, and at minimum include information about recruitment, roles and scope of practice.

ORG-IA-2.5 There are written guidelines for the acquisition, storage, handling and use of traditional medicines, if these are used in programs and services.

ORG-IA-2.6 Practices are consistent with Indigenous-informed approaches, policies, procedures and services processes.

ORG-IA-3 Where an organization primarily serves Indigenous persons, the organization supports achievement of cultural competency for all its personnel by building knowledge, self-awareness and skills.

ORG-IA-3.1 Orientation for all board members, staff, volunteers and students covers Indigenous culturally competent approaches to governance and service delivery.

ORG-IA-3.2 Training required of all board members, staff, volunteers and students includes foundational cultural competency training that provides opportunities to:

- Explore biases about Indigenous people, and consider strategies for working more effectively with people served
- Build an understanding of issues of significance in the local context, including issues faced by Indigenous women, children and youth, local colonial history, legacy of the residential schools, current local community priorities, and areas

where Indigenous clients may experience risk or barriers - Learn about cultural protocols in the local context - Access content-specific training in the relevant program or service area.

ORG-IA-3.3 Indigenous-specific cultural competency training is delivered over time, with foundational training and ongoing opportunities for developing competency.

ORG-IA-3.4 Indigenous-specific cultural competency training is provided by professional organizations supported by Indigenous communities and Indigenous scholars.

ORG-IA-3.5 Participation in Indigenous-specific cultural competency training is part of staff work plans, performance appraisals and professional development plans.

CCA is committed to continue working with Indigenous organizations in improving the standards and indicators that will reflect better their policies, procedures and practices.