

Deep River & District Health Indigenous Health Work Plan: 2024-2027

Deep River and District Health has developed a multi-year Indigenous Health Work Plan to ensure we work in partnerships with Indigenous peoples to support the delivery of safe, culturally appropriate care. Our objective is to encourage and promote a culture of acknowledgement, respect and inclusivity where all people feel safe to access care and receive services. Our plan outlines priorities for actions, goals and ways we will address barriers to access in services while building a safe and welcoming environment.

The Indigenous Health Work Plan is a guide to support the organization to embrace diversity, promote culturally safe care and take action to identify, remove and prevent barriers in accessing health services for Indigenous people. DRDH's purpose to *care for every person like a loved one, within a connected system*, is carried forward in this plan as we build partnerships that will support achieving this for Indigenous patients, partners and communities.

Area	Priority	Objective	Plan	Time Frame	Person Responsible	Progress
Care & Services – Access to Culturally Safe Care	<ul style="list-style-type: none"> Services are available in language of choice 	<ul style="list-style-type: none"> Implementation of translation services at all points of care and service 	<ul style="list-style-type: none"> Implementation of translation technology solution at points of care and service throughout the organization, including patient and staff education on available resources 	2024	CNE	
	<ul style="list-style-type: none"> Culturally appropriate post-mortuary and end-of-life care, services and supports are available 	<ul style="list-style-type: none"> Create a welcoming and supportive environment at end-of-life and after, that meets the person's cultural and spiritual beliefs and respects belief system 	<ul style="list-style-type: none"> Engage with Indigenous community representations to enhance knowledge on end-of-life and post mortuary care and service needs Provide education for care staff on needs, including cultural practices and supports available Include review of cultural palliative, end-of-life and post-mortuary care needs in functional programming for LTC Development and expansion, in partnership with Residents and Family Council and Patient Family Advisory Council 	2025 2026 2027	CNE CNE CNE	
Organizational Practices – Sustainable	<ul style="list-style-type: none"> Foster a Welcoming Environment, through acknowledgement 	<ul style="list-style-type: none"> Incorporate a formal statement of land acknowledgment at all meetings and public engagements, to respect and recognize 	<ul style="list-style-type: none"> Seek input on DRDH land acknowledgement from Indigenous partners, and share standardized 	2024	CEO	

Engagement Processes		Indigenous Peoples as traditional stewards of this land	recognition and acknowledgement statement <ul style="list-style-type: none"> With Indigenous partners, include Indigenous land acknowledgment and recognition in Capital development ground-breaking events Add land acknowledgment as a standing agenda item to agenda template, and incorporate practice of acknowledgement in meeting structure 	2024	CEO	
	<ul style="list-style-type: none"> Provide culturally sensitive and appropriate care for Indigenous populations 	<ul style="list-style-type: none"> Improve quality of services for Indigenous populations through implementation of Indigenous Primary Health Care Council (IPHCC) toolkit on safe practices 	<ul style="list-style-type: none"> Perform gap analysis against current practice and identified practices in the IPHCC tool kit, identifying priority areas of action with Indigenous partners Implement identified priority areas of action as outlined in IPHCC Toolkit 	2025	CNE	
Physical Space & Environment – Building Relationships	<ul style="list-style-type: none"> Provide accessible, welcoming spiritual space and resources that support Indigenous practices 	<ul style="list-style-type: none"> Create accessible, multicultural, spiritual space with resources to support Indigenous practices where identified across the organization 	<ul style="list-style-type: none"> Seek input into spiritual space needs and resources for capital developments, and incorporate where feasible into resource and programming Incorporate multicultural space creation as part of ED Modernization project, with input from Indigenous partners 	2025	CEO	
	<ul style="list-style-type: none"> Foster a Welcoming Environment, through inclusive physical design and decor 	<ul style="list-style-type: none"> Incorporate local recommendations for inclusive physical settings across all new and existing areas of the organization 	<ul style="list-style-type: none"> Seek input into interior environment of capital developments, with goal to create welcoming environment and incorporate inclusive signage, images, and symbols Conduct walk-through of existing infrastructure with indigenous representation, looking for opportunities to include inclusive signage, images, and symbols in existing facilities and design 	2025	CEO	
				2025	CNE	

Knowledge & Capacity Building – Access to Culturally Safe Care	<ul style="list-style-type: none"> Build organizational capacity and knowledge of impact of Indigenous culture on care needs 	<ul style="list-style-type: none"> Increase awareness of Indigenous population care and social needs 	<ul style="list-style-type: none"> Include in-person, focused Indigenous cultural safety and awareness training in onboarding for all staff Provide annual cultural safety training for all staff 	2025 Ongoing	HRO HRO	
	<ul style="list-style-type: none"> Include person centered-language at all points of care and service to meet the person at their level of need and understanding. 	<ul style="list-style-type: none"> Increase use of person centered language and communication 	<ul style="list-style-type: none"> Seek input form Indigenous partners on education and training opportunities to promote person-centered language that includes indigenous perspective Provide annual education on person centered language that meets their level of understanding and needs, based on input 	2026 Ongoing	HRO HRO	

Progress Indicators		
No Current Action	In Progress	Complete