



**“Reconcili-action”**

***I acknowledge that the land on which we gather is located on the traditional and unceded territory of the Coast Salish Peoples, including the traditional territory of the Snuneymuxw First Nations. As a Senior Vice President at Pacific Blue Cross, I recognize that my role at a Health Benefits Society comes with the responsibility and power to create culturally safe and appropriate environments of care.***

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# Rob Chiarello (he/him)

Senior Vice President,  
People and Culture

I'm the younger son of Italian Immigrants.

I have dual Canadian/Italian Citizenship

I have a large family that lives both in Canada with a strong presence in Italy

I'm the go-to person for my family

I'm a proud member of the 2SLGBTQ+ community

I not only have my blood family. I also have my chosen family.

I'm passionate about my work in the Equity, Diversity and Inclusion space

I'm an advocate for health equity in BC with a strong focus on identifying inequities in marginalized communities and working hard to address them.

# Cultural Safety and Humility | Our Journey



**On April 16, 2019, PBC and FNHA signed our Declaration of Commitment as an important signal of our shared intention to embed cultural safety and humility throughout health services, health benefits, and health systems in British Columbia.**

# Declaration of Commitment

The Declaration of Commitment is based on the following understandings of cultural safety and humility:

- Cultural humility builds relations founded in mutual trust and respect and enables cultural safety.
- Cultural safety is defined by each individuals' health service experience.
- Cultural safety and humility must be understood, embraced and practiced at all levels of the health system including governance, organizational, and within individual practice.

## **DECLARATION of COMMITMENT**

### Cultural Safety and Humility in Health Services for First Nations and Aboriginal People in BC

Our Declaration of Commitment is an important signal of our shared intention to embed cultural safety and humility throughout health services, health benefits, and health systems in British Columbia. This reflects the significant priority we as leaders place on cultural safety and humility as essential features and attributes of health care design and delivery. It also reflects a personal desire to serve as champions of cultural safety and humility and create a permissive environment for others to become champions for positive change.

This Declaration of Commitment is based on the following understandings of cultural safety and humility:

- Cultural humility builds relationships founded in mutual trust and respect, and enables cultural safety.
- Cultural safety is defined by each individual's health service experience.
- Cultural safety and humility must be understood, embraced and practiced at all levels of the health system including governance, organizational, and within individual practice.

We, Pacific Blue Cross (PBC) and the First Nations Health Authority (FNHA), understand that strong leadership and concrete actions at multiple levels is how we will visibly demonstrate our intention to embed cultural safety and humility as a means to deliver improved access and quality of services and health benefits to First Nations individuals, families, and communities in British Columbia. We will work to:

#### CREATE A CLIMATE FOR CHANGE

- Articulate the pressing need for cultural safety within health services in BC.
- Openly and honestly address concerns and lead by example.
- Form a coalition of influential leaders and role models who are committed to the priority of embedding cultural humility and safety in BC health services, benefits, and systems.
- Communicate the vision for a culturally safe health system through cultural humility.

#### ENGAGE & ENABLE

- Communicate the vision of culturally safe health system for First Nations and Aboriginal people in BC and the absolute need for commitment and understanding on behalf of all stakeholders, partners and clients.
- Open an honest and convincing dialogue within our circles of influence to show that change is necessary.
- Identify and remove barriers to progress.
- Visibly celebrate accomplishments.

#### IMPLEMENT & SUSTAIN CHANGE

- Lead and enable successive waves of action until cultural humility and safety are essential elements of the system.
- Embed cultural safety and humility training within orientation and learning and development.
- Identify systemic levers to "hardwire" cultural safety and humility into policy, practice and quality.

- Develop and implement cultural safety and humility strategies and workplans, and track and evaluate progress for continuous learning.

#### INITIAL UNDERSTANDING

As a visible and transparent demonstration of our intentions, the parties put forward a shared understanding of a robust and continuing learning agenda related to cultural safety and humility. This will initially include the following activities and targets that establish a solid foundation for the new operational partnership commencing between the parties on September 16, 2019 with respect to the delivery of health benefits services.

#### San'yas Indigenous Cultural Safety (ICS) Training

- PBC and FNHA understand that all of the Claims and Call Centre staff, Group Services staff who will be working with FNHA clients, CUPE 1816 Union Leadership, and all of the Senior Leadership and Executive Leadership teams will complete the San'yas Core ICS Health course.
- PBC and FNHA understand that all new employees into Claims, Call Centre, key roles in Group Services, Senior Leadership and Executive Leadership roles will be required to complete the San'yas Core ICS Health course.
- PBC and FNHA understand that immediate targets include:
  - All staff that are working directly with FNHA and/or First Nations clients will have completed the San'yas Core ICS Health course by September 16, 2019.
  - Staff in key areas who are working directly with First Nations clients will be trained within one year of September 16, 2019.

#### eLearning

- FNHA and PBC understand that they will develop two key eLearning or webinar modules that will be required for all PBC staff members.
  - Embed the concept of cultural safety and humility within the Diversity and Inclusion module required for all employees at PBC.
  - Create an independent eLearning or webinar module to provide an initial orientation to Indigenous history in BC, the impacts of colonialism, and the FNHA-PBC partnership.
- PBC and FNHA understands that PBC will capture and monitor healthcare provider training status.
- PBC and FNHA understand that immediate targets include:
  - 40% of staff who are not interacting directly with FNHA and/or First Nation clients will be trained by the end of 2019.

#### Board Relations & Learning

- PBC and FNHA understand that all of the PBC board members will attend a workshop on Cultural Safety and Humility, co-hosted by FNHA and PBC.
- FNHA and PBC organizations will endeavor to have each other's CEOs present to each other's governing board meetings.

PBC and FNHA agree to sign this Declaration of Commitment publicly to bear witness to the importance of Cultural Safety and Humility. This Declaration is not intended to create legally binding contractual obligations but rather it is intended to guide the parties and set out our mutual understanding of Cultural Safety and Humility through our collaboration.

# Cultural Safety and Humility| Our Commitment

We knew we needed to be committed to:

- Creating a Climate for Change
- Engaging & Enable
- Implementing & Sustain Change



# Collaborative Plan Design | Process



“Nothing about us without us.”



# Preparing our staff

## Learn about Diversity, Equity & Inclusion



### A Foundation for Greater Understanding

This module will help you to better understand our diverse world and appreciate the uniqueness of both ourselves and others around us.



### Beyond Bias

This module will help you to better understand how we naturally form perceptions and how can they impact our daily lives.



### Gender Awareness

This module will help you to better understand what gender is and the importance of shifting to gender-inclusive language which respects and acknowledges gender identities of all people. Created in partnership with Trans Care BC.



### Indigenous Awareness

This module will help you to better understand the history of the Indigenous People in Canada and how it impacts our world today. Created in partnership with First Nations Health Authority.



### Diversity, Equity, and Inclusion in Action

This module is intended to help us on our journey towards creating cultural safety and humility in our work place.

We look at diversity with humble eyes and value any thoughts or concerns you may have with our learning modules. Feedback can be provided to [coursefeedback@pac.bluecross.ca](mailto:coursefeedback@pac.bluecross.ca)



# San'yas

We also require completion of a 10-hour program on Cultural Safety through San'yas from:

- All Senior Leaders
- All staff interacting with FNHA or their members
- CUPE Leadership

To date we have over 471 employees who have completed this program.



**SAN'YAS ANTI-RACISM INDIGENOUS CULTURAL SAFETY TRAINING PROGRAM**

# What's next





# Inclusive Employment

The *Community for Indigenous Inclusion* is a toolkit of best practices and a community of support for DEI and HR professionals.

1 - **INDIFFERENCE**

*Inclusion is not on the radar*

2 - **INTIMIDATION**

*Inclusion as forced compliance*

3 - **IMAGE**

*Inclusion as public relations*



6 - **INTEGRATION**

*Inclusion as a catalyst for growth*

5 - **INCUBATION**

*Inclusion nurtured as a core competency*

4 - **INITIATION**

*Inclusion as a business imperative*



### **INSTRUCTOR-LED TRAINING**

Train your Talent Acquisition team or entire staff with our virtual instructor-led training.



### **CERTIFICATION**

Attract and engage more Indigenous talent by becoming a Certified Employer of Choice.



### **MONTHLY WEBINAR SERIES**

Build your knowledge of Indigenous inclusion best practices with our webinar series.



### **JOB BOARD**

Connecting First Nations people, Inuit and Métis with inclusive employers across Canada.



### **COMMUNITY OF PRACTICE**

Take the first step in your Indigenous inclusion journey and join our Community of Practice.



## Indigenous Works

### Strengths:

- Executive leadership support
- Ties with Indigenous employment organizations
- FNHA partnership
- Analytic Capabilities (external EDI surveys)

### Recommendations

- Create a written Indigenous (employment) strategy
- Indigenous partnership with CUPE leveraging CUPE's National commitments
- Incorporate internal method for employees to self-identify (Workday 2025)

Thank You

