



College of Pharmacists
of British Columbia

Our Commitment to Cultural Humility



*Acting on our commitment to improve
cultural safety and humility for First
Nations and Aboriginal People in BC*

August 18, 2017

INTRODUCTION



On **March 1, 2017**, the College of Pharmacists of BC pledged to improve BC pharmacy professionals' work with First Nations and Aboriginal People by signing the "Declaration of Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal People in BC."

This commitment was made alongside BC's other health regulators and represents the first step toward achieving our collective BC health systems goal of culturally safe health services for First Nations and Aboriginal people in BC.

Signing the Declaration of Commitment reflects the high priority placed on advancing cultural safety and humility for Indigenous people among regulated health professionals by committing to actions and processes which will ultimately embed culturally safe practices within all levels of health professions regulation.

First Nations and Aboriginal people have a right to access a health care system that is free of racism and discrimination and to feel safe when accessing health care. This means individuals, families and communities are able to voice their perspectives, ask questions, and be respected by health care professionals on their beliefs, behaviours and values. First Nations and Aboriginal individuals are entitled to be the main decision-maker in regards to their health care when they fully understand their health situation and treatment options.

In order to fulfill its commitment to cultural humility and safety, the College has developed a comprehensive strategy to work toward the creation of a healthcare environment free of racism and discrimination, where individuals feel safe and respected.

CULTURAL SAFETY AND HUMILITY

Cultural Safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the healthcare system. It results in an environment free of racism and discrimination, where people feel safe when receiving health care.

Cultural Humility is a process of self-reflection to understand personal and systemic conditioned biases, and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a life-long learner when it comes to understanding another's experience.

Systemic Racism, also known as structural or institutional racism, systemic racism is enacted through societal systems, structures and institutions in the form of "requirements, conditions, practices, policies or processes that maintain and reproduce avoidable and unfair inequalities across ethnic/racial groups" (Paradies et al., 2008). Systemic racism is not only enacted proactively in efforts that create racialized inequality, but also in the failure by those in power (e.g. policymakers, funders) to redress such inequalities (Reading, 2013). It is commonly manifested in social exclusion and isolation that limits or prevents political and economic participation, or access to and participation in other social systems such as education and health (Reading, 2013).

Source: First Nations Health Authority, fnha.ca/wellness/cultural-humility

PROVIDING QUALITY PHARMACY CARE

Increasing the level of cultural safety in the health care system through approaches such as cultural safety, cultural humility, health literacy and relationship-based care, will assist in improving the quality of health services for First Nations people. Unfortunately, racism and discrimination towards First Nations people continues to be a major problem in many contemporary health care settings, resulting in lack of appropriate treatment and barriers to accessing health care (Allan, B. & Smylie, J. 2015).

Access to respectful health care is an important determinant of health and wellness for First Nations; when First Nations people do not access the care they need, they are more likely to experience poorer health, and suffering continues. Cultural safety can play a key role in improving the quality of health care services for First Nations, which can in turn improve access to care.

Source: First Nations Health Authority, fnha.ca/Documents/FNHA-Policy-Statement-Cultural-Safety-and-Humility.pdf

Cultural humility and safety relate directly to the College's duty to serve and protect the public, our vision to provide better health through excellence in pharmacy, and each of our values.

OUR DUTY

16 (1) It is the duty of a college at all times

(a) to serve and protect the public, and

(b) to exercise its powers and discharge its responsibilities under all enactments in the public interest.

(Health Professions Act, Section 16, Duty and objects of a college)

OUR VISION:

Better health through excellence in pharmacy.

OUR MISSION:

The College regulates the pharmacy profession in the public interest. We set and enforce standards and promote best practices for the delivery of pharmacy care in British Columbia.

OUR VALUES:

Being professional and ethical.

Providing quality service.

Building quality relationships.

A culture of excellence.

ACTING ON OUR COMMITMENT

The College will act on its commitment to improve cultural safety and humility for First Nations and Aboriginal Peoples through a series of projects under three themes:

- Cultural Safety Concepts,
- Partnership and Engagement, and
- Learning, Knowledge Exchange & Quality Health.

These themes are based on the First Nations Health Authority's **Cultural Safety and Humility Key Drivers and Ideas for Change**.

Working Together

Working together with the First Nations Health Authority, other regulators, pharmacy associations, First Nations groups, and others will be essential to create a healthcare environment free of racism and discrimination, where individuals feel safe and respected. This strategy includes many opportunities for collaboration, and the College will welcome partnerships from others who are seeking to make our health system more culturally safe for First Nations and Aboriginal People.

CULTURAL SAFETY CONCEPTS

The first key objective in fulfilling the College’s commitment to cultural humility and safety is to change and influence the values and attitudes of both its registrants and staff. This involves embedding the concepts and principles of cultural humility and safety into the College’s current internal processes. The College will also build on the First Nations Health Authority’s **#ItStartsWithMe** campaign to build awareness of cultural humility and safety, while encouraging pharmacy professionals and staff to reflect on cultural humility and safety and make a pledge as part of the campaign. Leadership from the College Board and executive will help set an example for pharmacy professionals and staff by demonstrating their commitment through participation in cultural safety activities.

Activity	Deliverables
Board member education on the concepts and principles of cultural humility and safety	<ul style="list-style-type: none"> • Integrate the First Nations Health Authority’s cultural safety and humility webinars and the National Indigenous Cultural Safety Learning Series webinars into the Board’s annual orientation. • Encourage Board members to complete the provincial San’yas Indigenous Cultural Safety Training. • Encourage Board members to read the Truth and Reconciliation report and the Health Inequalities and Social Determinants of Aboriginal Peoples’ Health report.
Board members make a cultural safety and humility pledge as part of the “#ItStartsWithMe” campaign.	<ul style="list-style-type: none"> • Board members and their cultural humility pledges captured through photos and shared online through ReadLinks and the “#ItStartsWithMe” Campaign
Build on the Frist Nations Health Authority’s “#ItStartsWithMe” campaign to engage more pharmacist and pharmacy technicians	<ul style="list-style-type: none"> • College extension of “#ItStartsWithMe” campaign with a focus on pharmacist and pharmacy technicians commitment to cultural safety and humility, including: <ul style="list-style-type: none"> ○ ReadLinks articles to build awareness of cultural safety and humility concepts and principles and encourage “#ItStartsWithMe” pledges ○ “#ItStartsWithMe” graphics and posts across all social media channels to build awareness

	<p>of cultural safety and humility and encourage pharmacy professionals to make a cultural safety and humility pledge</p>
<p>Building staff awareness and understanding of cultural safety and humility</p>	<ul style="list-style-type: none"> • Sharing cultural safety and humility information, resources and events with staff through the College’s intranet.
<p>Integrate cultural safety and humility into organizational policies</p>	<ul style="list-style-type: none"> • Develop a cultural safety and humility policy to be included in the College’s employee handbook. • Support cultural safety and humility through the College’s wellness plan (currently under development).
<p>Integrate cultural safety and humility into new staff onboarding process</p>	<ul style="list-style-type: none"> • Highlight the College’s commitment to cultural safety and humility when onboarding new staff including sharing the policy in the employee handbook. • Encourage new staff to learn about and reflect on cultural safety by sharing resources (such as the cultural safety and humility webinars) and encourage new staff to make a cultural safety and humility pledge as part of the “<i>#ItStartsWithMe</i>” campaign. • Include employment equity our recruitment strategy.
<p>Demonstrated leadership and public acknowledgement of commitment to cultural safety and humility</p>	<ul style="list-style-type: none"> • Incorporate of College’s commitment to cultural safety and humility into all public reports and presentations. • Recognize indigenous lands we are speaking on through a land acknowledgement.

PARTNERSHIP AND ENGAGEMENT

In order to inform our transition to a more culturally inclusive healthcare environment for BC’s First Nations and Aboriginal People, the College will focus efforts toward building and strengthening relationships with local communities to involve them in the decisions that affect them.

Activity	Deliverables
Include First Nation’s groups in decisions that affect them	<ul style="list-style-type: none"> • Identify, engage and partner with First Nations groups and organizations to reach out to and hear from more First Nations stakeholders. • Produce engagement packages to help First Nation’s groups share engagement opportunities with the College. • Collaborate on cross-social media promotion to strengthen relationships with local communities and involve them in College engagements.
Partner and participate in Day of Wellness	<ul style="list-style-type: none"> • Work with First Nations Health Authority to build awareness of the Day of Wellness with pharmacy professionals and patients across BC. • Join into the online Day of Wellness campaign through social media and ReadLinks articles • Participate in local Day of Wellness events when possible.
Engage with First Nations in their communities	<ul style="list-style-type: none"> • When possible, participate in First Nations’ events that contribute to building cultural safety and humility. • Use events to engage with First Nations patients, learn about local First Nations, and build awareness of the College’s role in protecting public safety and our commitment to help provide culturally safe health services for First Nations and Aboriginal people in BC.
Build organizational awareness of First Nations cultural celebrations and events	<ul style="list-style-type: none"> • Share First Nations cultural celebrations and events through the College’s intranet.

LEARNING, KNOWLEDGE EXCHANGE & QUALITY HEALTH

In order to address the healthcare service gaps and unmet needs of BC’s First Nations population, the College will work to build the principles of cultural humility and safety into its communications messaging and training requirements. This process will involve conducting culturally safe research respecting ceremony and tradition and encouraging pharmacy professionals to learn about and reflect on the best practices for cultural safety and humility in service delivery.

Activity	Deliverables
<p>Reflect on our cultural safety and humility progress</p>	<ul style="list-style-type: none"> • Report on activities to improved cultural safety and humility within our Annual Report, including number of: <ul style="list-style-type: none"> ○ pledges made ○ webinars participated in by College staff and Board ○ events attended to engage with First Nations, ○ articles and educational materials releases ○ hours committed in work associated with improving cultural safety and humility • ReadLinks articles that capture the organization’s reflection and successes on cultural safety and humility, including Board member reflections on their pledges where possible.
<p>Build pharmacy professional and patient awareness of cultural humility, cultural safety and systematic racism</p>	<ul style="list-style-type: none"> • Establish ReadLinks series on cultural safety, humility to build understanding of the concepts and principles, educate pharmacy professionals and patients and identify how to prevent instances of systematic racism. The series will feature: <ul style="list-style-type: none"> ○ First Nations Health Authority cultural humility webinars ○ other cultural safety and humility training opportunities, such as the San'yas Indigenous Cultural Safety Training. ○ insight into First Nation’s culture and communities across BC ○ important statistics and information about First Nations people that dramatically differ and what the numbers are ○ social media to promote the series with pharmacy professionals and patients

	<ul style="list-style-type: none"> • Continue to expand the information and resources available on the dedicated cultural safety and humility landing page bcpharmacists.org/humility.
<p>Build organizational awareness of cultural humility, cultural safety and systematic racism</p>	<ul style="list-style-type: none"> • Establish Lunch and Learns for College staff to learn about cultural safety, humility and systematic racism using First Nations Health Authority cultural humility webinars and discussion questions to encourage reflection. • Establish a cultural safety and humility article series for the College’s intranet to share information about First Nation’s culture and communities and educational resources with staff.