

Equity, Diversity, Inclusion (EDI)

Fraser Health Public Board Meeting

September 27, 2023

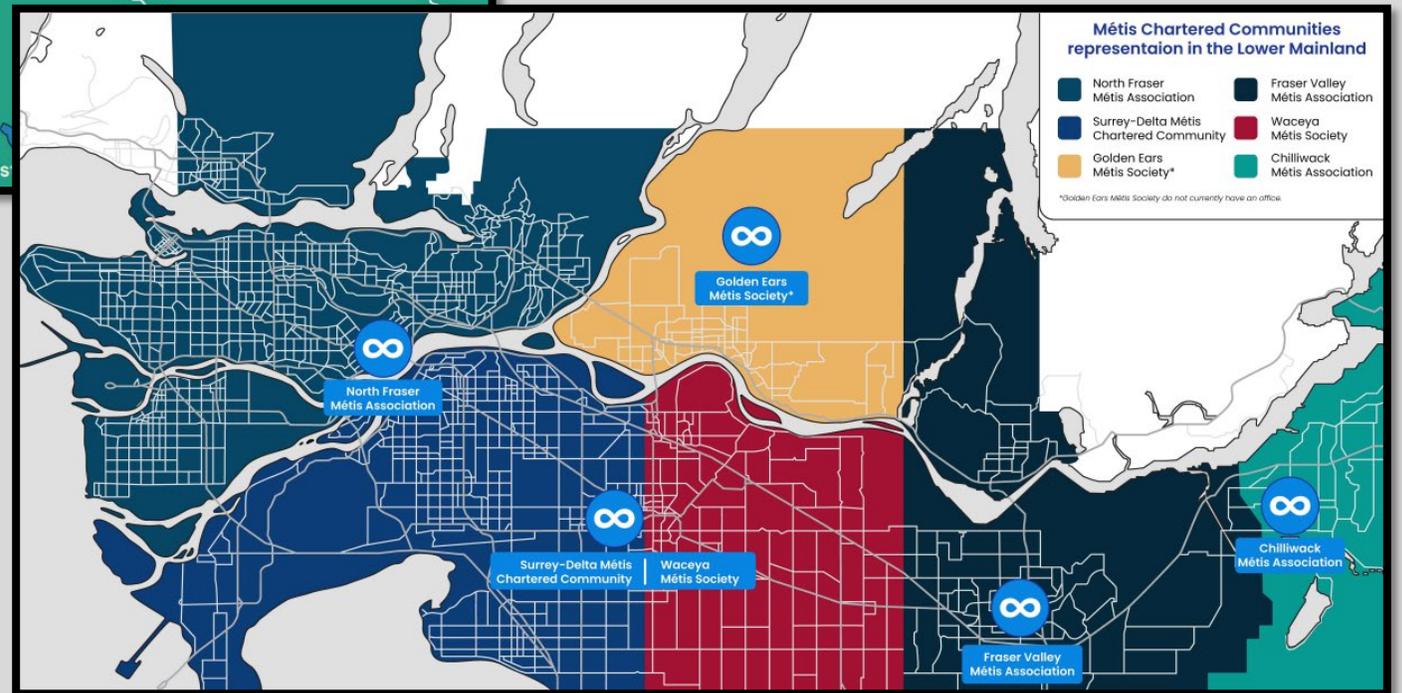
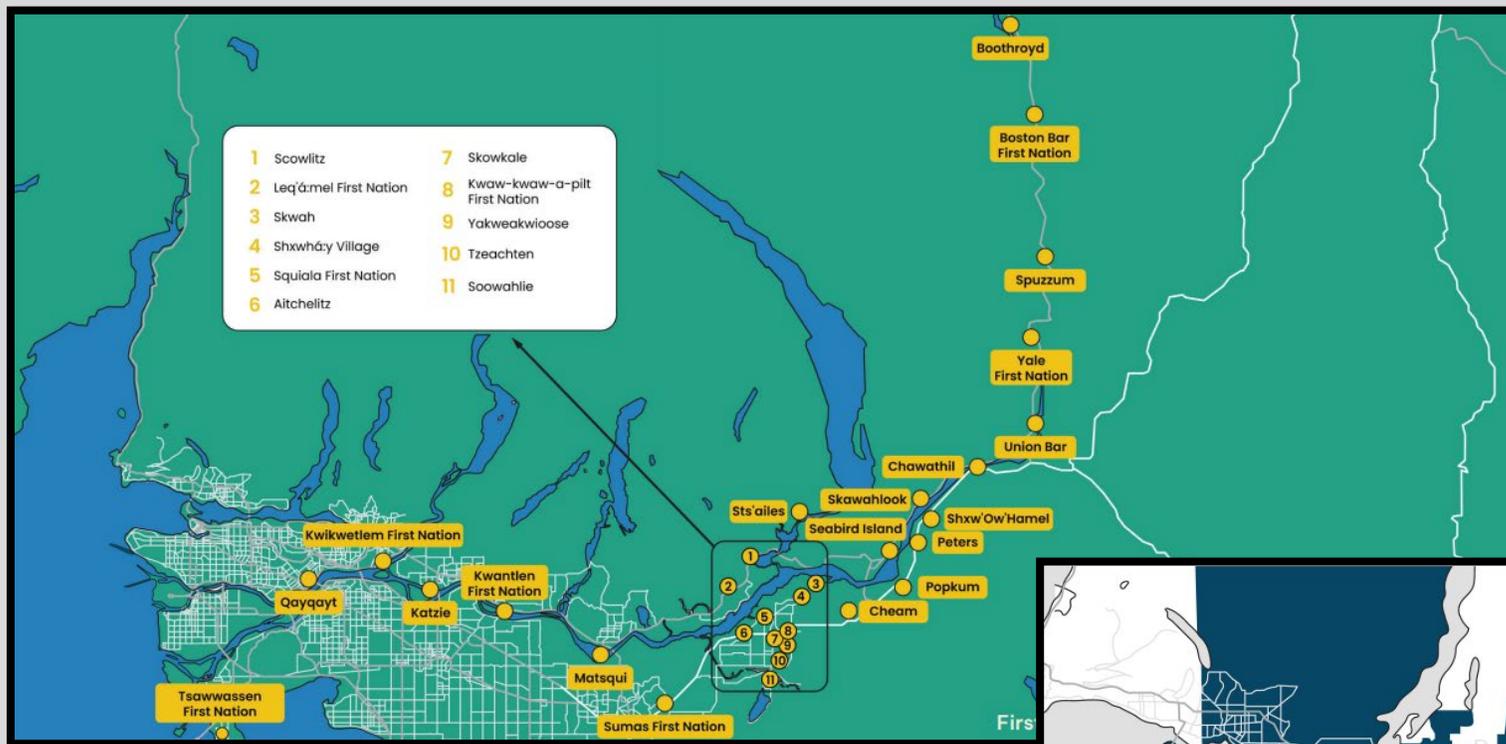
Dr. Ingrid Tyler, VP, Population Health and Chief Medical Health Officer (interim)





Acknowledging the Land

We recognize that Fraser Health provides care on the traditional, ancestral and unceded territories of the Coast Salish and Nlaka'pamux Nations and is home to six Métis Chartered Communities.



What are we discussing today?



Vision for Equity, Diversity, and Inclusion

Create inclusive health care environments that foster trust and respect, and actively address systemic barriers and biases while providing equitable health care for diverse community members.

How diverse is the population we serve?



fraserhealth

Better health. Best in health care.

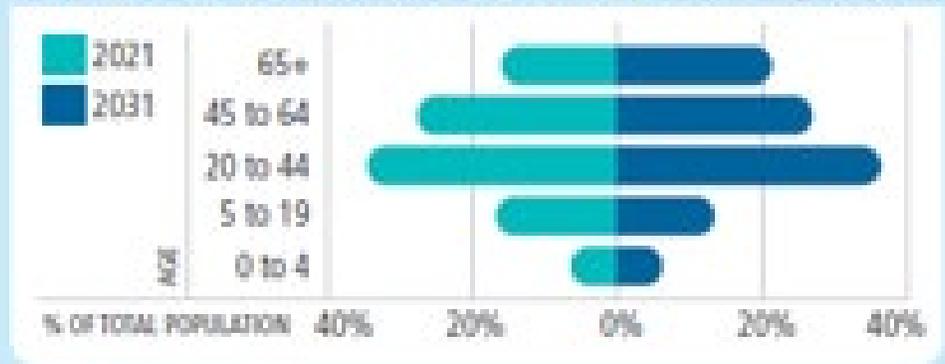


Diversity Profiles Summary

2021: 1,974,706

2031: 2,362,338

TOTAL POPULATION OVERVIEW



AGE BY GENDER



GENDER IDENTITY: BC

15 to 34 years

Transgender 0.10%

Non-Binary 0.12%

35 years and over

Transgender 0.10%

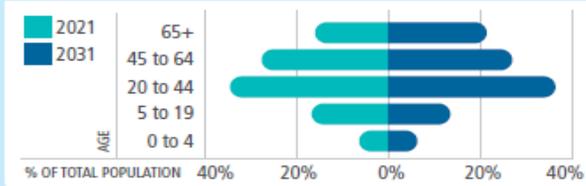
Non-Binary 0.05%



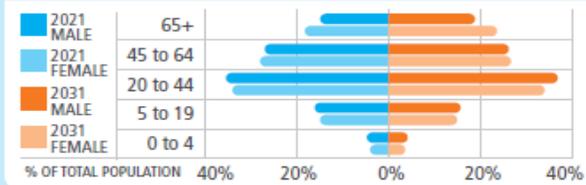
Diversity Profiles Summary: Fraser Health

TOTAL POPULATION OVERVIEW

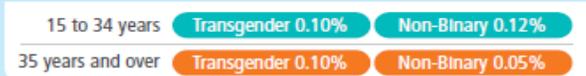
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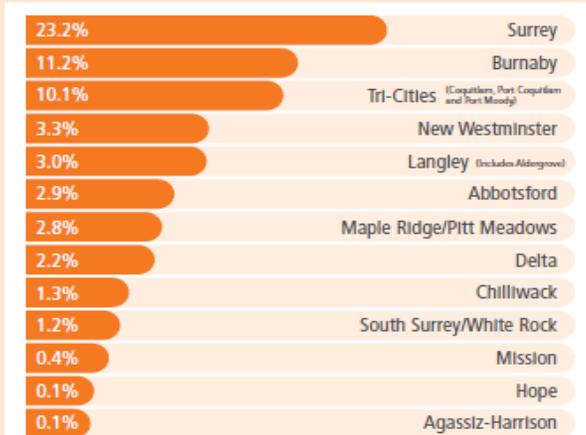
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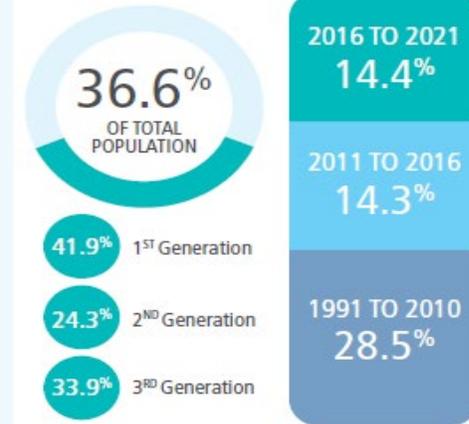
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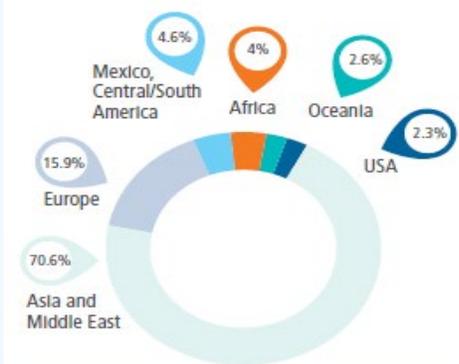
GOVERNMENT ASSISTED REFUGEES BY MUNICIPALITY (1980-2021)



IMMIGRANTS



REGION OF ORIGIN

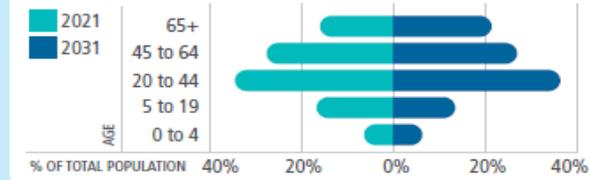




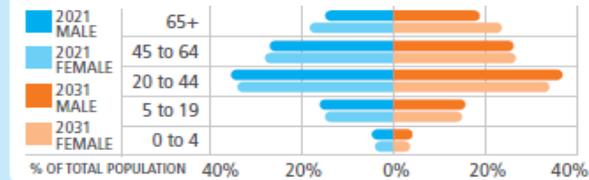
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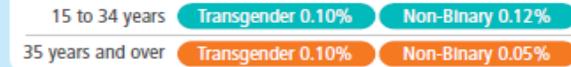
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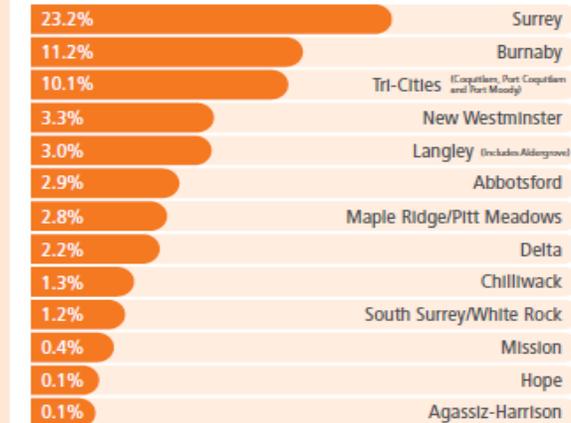
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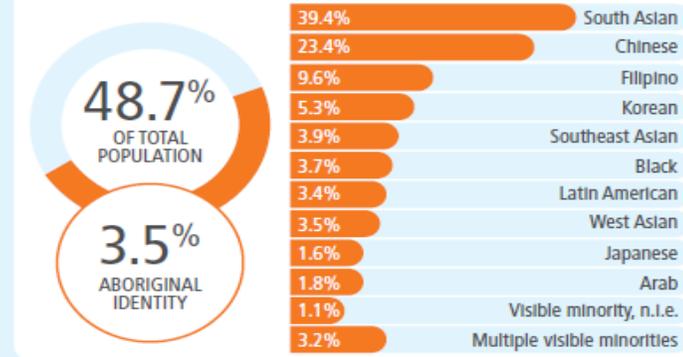
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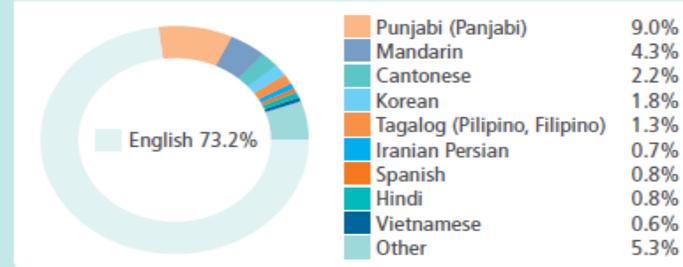
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TOP 10 VISIBLE MINORITIES



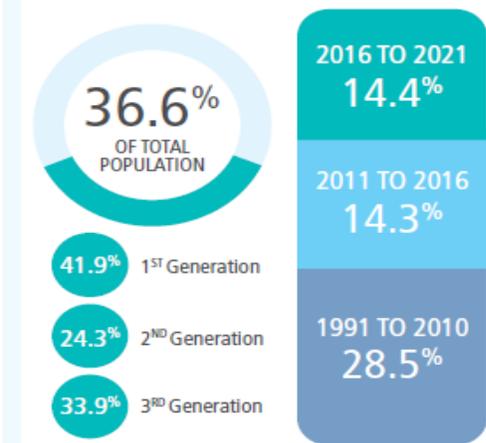
LANGUAGE SPOKEN MOST OFTEN AT HOME



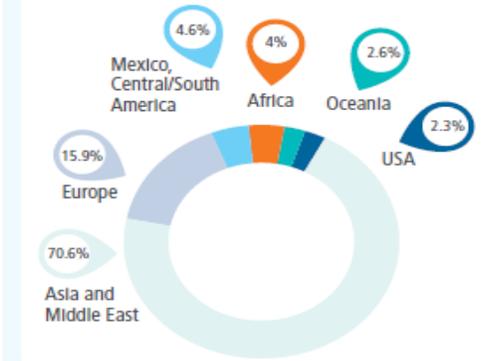
RELIGION



IMMIGRANTS

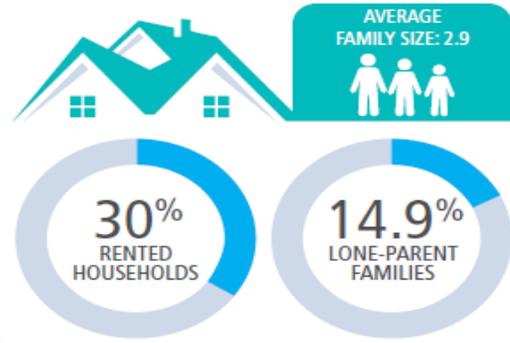


REGION OF ORIGIN





HOUSEHOLD INDICATORS



HOUSING

Single-detached house	36.1%
Semi-detached house	2.5%
Row house	12.5%
Apartment or flat in a duplex	16.5%
Apartment in a building that has fewer than five storeys	21.3%
Apartment in a building that has five or more storeys	10.0%
Other single-attached house	0.1%
Movable dwelling	1.1%

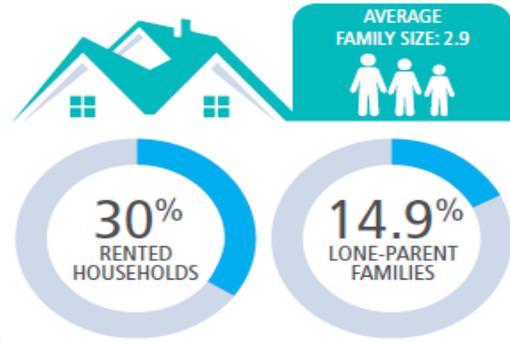


PERSONS EXPERIENCING HOMELESSNESS





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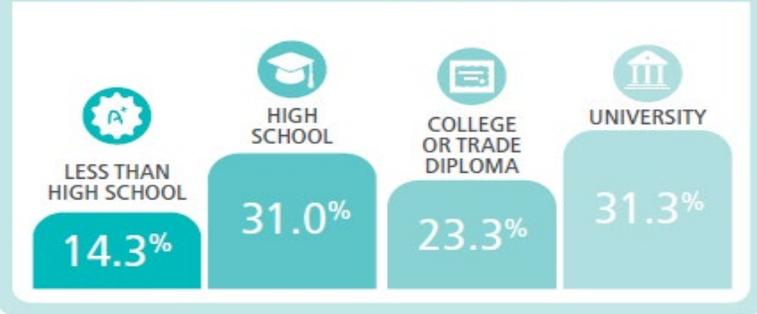
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PERSONS EXPERIENCING HOMELESSNESS



HIGHEST LEVEL OF EDUCATION COMPLETED

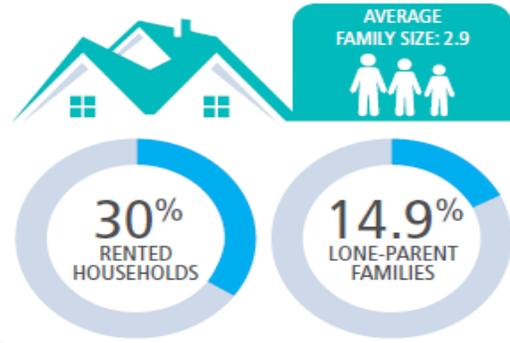


MARITAL STATUS

MARRIED	51.5%	SEPARATED	2.5%
LIVING COMMON-LAW	10.1%	DIVORCED	5.8%
NEVER MARRIED	28.1%	WIDOWED	5.0%



HOUSEHOLD INDICATORS



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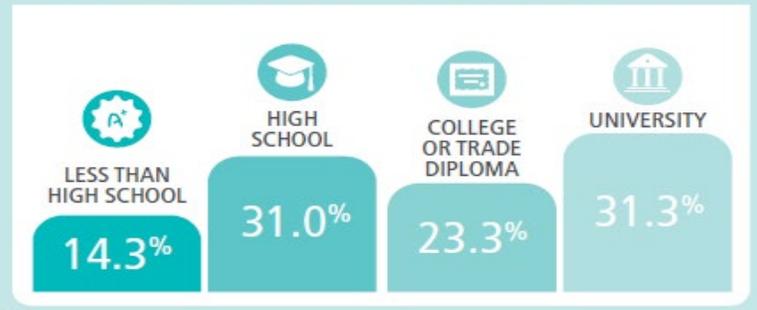
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INCOME AFTER-TAX INCOME IN 2020

Median economic family	\$99,000
Median one-parent family	\$68,000
Median	\$36,000
Men+ Median	\$38,000
Women+ Median	\$34,400
Prevalence of low income	9.4%
Age 65 years +	13%
Age 0-5 years	9.9%
People with housing costs over 30% of income	25.7%
Median monthly shelter costs for owned dwellings	\$1,640
Median monthly shelter costs for rented dwellings	\$1,350

How do we embed equity, diversity and inclusion (EDI) into our practices and organizational culture?

Anti-Racism Action Plan Priorities



Strengthen Joint Governance



Standards of Practice and Policy Reform



Cultural Safety Initiatives



Implement Compassionate Leadership Culture



Recruitment and Retention



Communication and Transparency



Complaints and Feedback Process



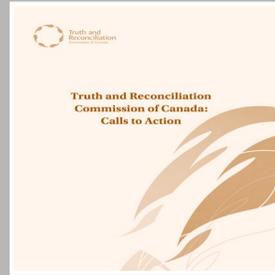
First Nations Health Authority
Health through wellness



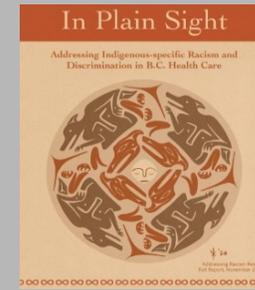
First Nations Health Council



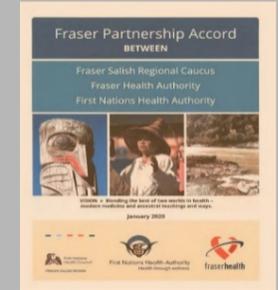
History & Context



Truth and Reconciliation Commission of Canada: Calls to Action



In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in B.C. Health Care



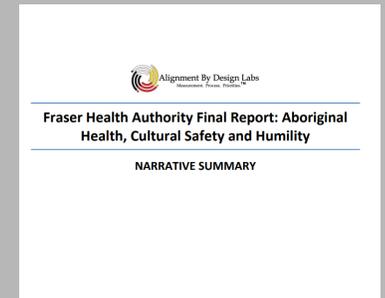
Fraser Partnership Accord



Letter of Understanding between MNBC and FHA



Minister of Health 2021/22 Mandate Letter to Fraser Health



Lafontaine & Associates' Cultural Safety & Humility Review



First Nations Health Authority
Health through wellness



First Nations Health Council



Existing and Expanding Equity, Diversity and Inclusion (EDI) Commitment to Fraser Health Provider Experience



Employee Experience

- Established an Indigenous Recruitment and Retention program
- Job postings feature inclusive language that welcomes all forms of diversity

Policies and Tools

- Implemented mandatory process to embed equity, diversity, inclusion, cultural safety, and person- and family-centred care principles when developing or revising corporate policies, care standards, and Decision Support Tools (DSTs)

Capacity Building

- Continue to strengthen training and learning opportunities to increase the knowledge and skills of staff and medical staff
- Last year, 6,340 individuals attended online Equity, Diversity and Inclusion (EDI) related education and 1,340 individuals attended in-person/virtual and in-service sessions within Fraser Health

Capacity Building

Online Courses

- What is Diversity?
- Cultural and Religious Literacy
- Communicating with Diverse Populations
- Working Effectively with Interpreters (also available in-person)
- Diversity Competence 101 (also available in-person as a comic gallery)

In-person Workshops

- Providing Care to LGBTQ Patients/Clients
- Providing Care to Sikh Patients/Clients
- Providing Care to Muslim Patients/Clients
- Providing Care to Refugees/Immigrants
- In-services across the region

Existing and Expanding Equity, Diversity and Inclusion (EDI) Commitment to Fraser Health Provider Experience

(continued)



Respectful Workplace Policy:

- The Respectful Workplace Policy establishes policy, practices, and procedures that promote an environment of mutual respect, safety, and inclusiveness for all employees, physicians, volunteers, students, and others working within Fraser Health
- No individual working within Fraser Health will be subjected to discrimination or harassment.
- *Failure of any individual to maintain respectful conduct may lead to discipline up to and including termination of employment, revocation of admitting privileges, and/or cancellation of contract*

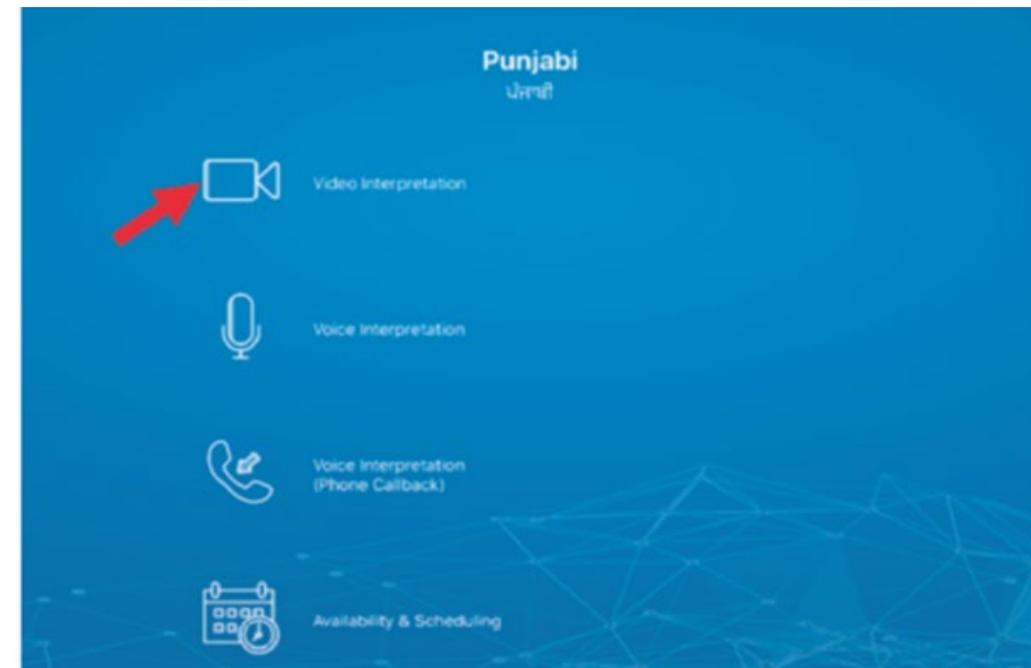
Existing and Expanding Equity, Diversity and Inclusion (EDI) Commitment to Patient Experience

Spiritual Health

- Provide whole-person care support, to address, spiritual and emotional needs across all personal beliefs, values, traditions, cultural practices, and emotional well-being

Language Services

- Last year, the program fulfilled over 92,000 requests for interpretation in a variety of modes including, in-person, over-the-phone, and on video remote interpretation
- We have also translated over 1,150 written documents into 28 different languages to support patient education and public information
- Real Time Patient Experience survey (RTPES) available in top five languages: English, Arabic, Chinese (Traditional and Simplified), Korean, and Punjabi



Language Services

Interpretation Services

Modes of Interpretation

In-person	Remote Phone
Remote Video	Staff



Translation Services

Top 10 Languages of Translation

Punjabi	Chinese Simplified
Chinese Traditional	Korean
Arabic	English
Farsi	Vietnamese
Spanish	Urdu

Existing and Expanding Equity, Diversity and Inclusion (EDI) Commitment to Inclusive Environments

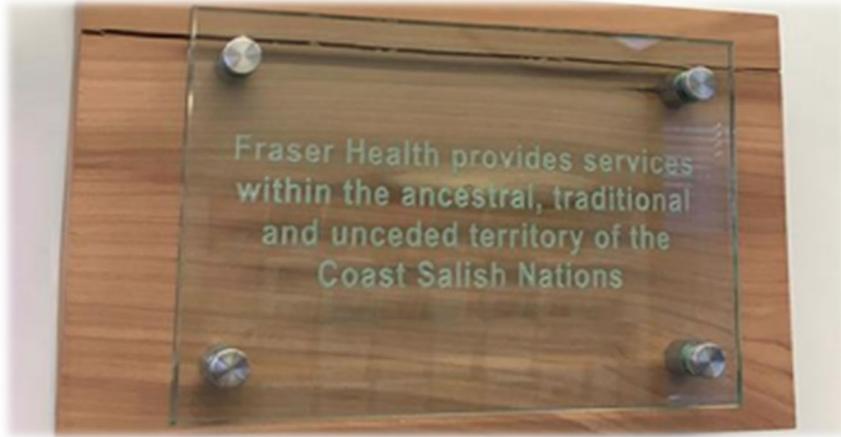
Sacred Spaces

- Dedicated spiritual spaces
- Open to persons of all faiths, spiritualities and cultural traditions
- Aim to make spiritual or designated space within Fraser Health facilities for ceremonial use such as smudging ceremonies accessible whenever possible

Washrooms

- Promoting gender inclusive spaces with signage for bathrooms and locker / change rooms
- Single-occupant bathrooms will be universal
- Multi-stall bathrooms will remain gendered, Trans People are welcome

Existing and Expanding Equity, Diversity and Inclusion (EDI) Commitment to Inclusive Environments



Indigenous Design

- Display land acknowledgment formally recognizing and acknowledge the First Nations territories on which the site resides

Enhanced Inclusion & Development Agreement (EIDA)

- Established as part of the New Surrey Hospital and BC Cancer Centre capital project
- Consists of two components: procurement and construction period involvement
- The provision of employment services supports, and advancing skills training for Indigenous employees

How do we focus on Health Equity?

Newcomers and Refugees

Newcomers and Refugees

- **The New Canadian Clinics in Burnaby and Surrey**
 - Two transitional primary care clinics serving government assisted refugees, privately sponsored refugees, and refugee claimants experiencing multiple systemic and structural barriers to accessing health care
- **Global Family Care Clinic – Burnaby Clinic**
 - Provides medical care and social support for newcomers (privately sponsored refugees and refugee claimants within their first three years in Canada) to Canada whose medical needs may be complicated by language, cultural, and knowledge barriers
- **Population and Public Health**
 - In partnership with primary care, the Population and Public Health (PPH) team supports immunization, dental fluoride varnish for children under five coming with their refugee families



Primary Care and Chronic Disease Management



Building an intentional culture of Equity, Diversity, Inclusion, Anti-Racism and Cultural Safety within Primary Care



Presently focused on two pillars: Gender Inclusivity and Indigenous Cultural Safety



Meeting monthly with patient advocate/voice representation

South Asians

South Asian Health Institute (SAHI):

- Established in 2013
- Provides culturally relevant health promotion and disease prevention activities at a program and community level
- Ongoing presence in the community promoting healthy living in community settings including, places of worship, independent schools and other community settings

Roshni Clinic:

- Provides ongoing treatment in an outpatient setting for all substance use disorders with a strong focus on the cultural context and issues specific to members of the South Asian community

Culturally Sensitive Long-Term Care for South Asian Canadians:

- Working with the Progressive Intercultural Community Services Society (PICS) on the development of Guru Nanak Diversity Village
- Will feature 125 Fraser Health funded long-term care beds that will provide culturally sensitive care for South Asian Canadians

Homeless and Underhoused Population

Integrated Homelessness Action Response Team (IHART)

- Clinical service expansions include sexual transmitted infections (STI), foot care, dental/denture supports for unhoused individuals
- Five (5) regional transport vans operationalized to support unhoused individuals to get to medical/opioid agonist treatment (OAT) appointments. A big success for our rural communities

Mental Health and Substance Use Services

- Assertive Community Treatment (ACT) Teams
- Surrey Mental Health and Substance Use Urgent Care Response Centre (UCRC)
- Intensive Case Management Team (ICM)
- Homeless Outreach Team
- Sobering and Assessment Centre (SAC)
- Virtual Health Addiction Clinic (VHAC) in partnership Integrated Homelessness Action Response Team (IHART)

How will we continue to do better?



Equity, Diversity and Inclusion (EDI) Strategy and Action Plans

- Updating Equity, Diversity and Inclusion (EDI) strategy and action plans represent a significant step forward in our ongoing efforts to create a more diverse, equitable and inclusive health care system
- Draft strategy addresses ensuring inclusive environments, enhancing capacity building, delivering equitable care and incorporating equity, diversity and inclusion (EDI) into organizational systems
- Available Spring 2024



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[fraserhealth.ca](https://www.fraserhealth.ca)