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Creating a Culture of Inclusion

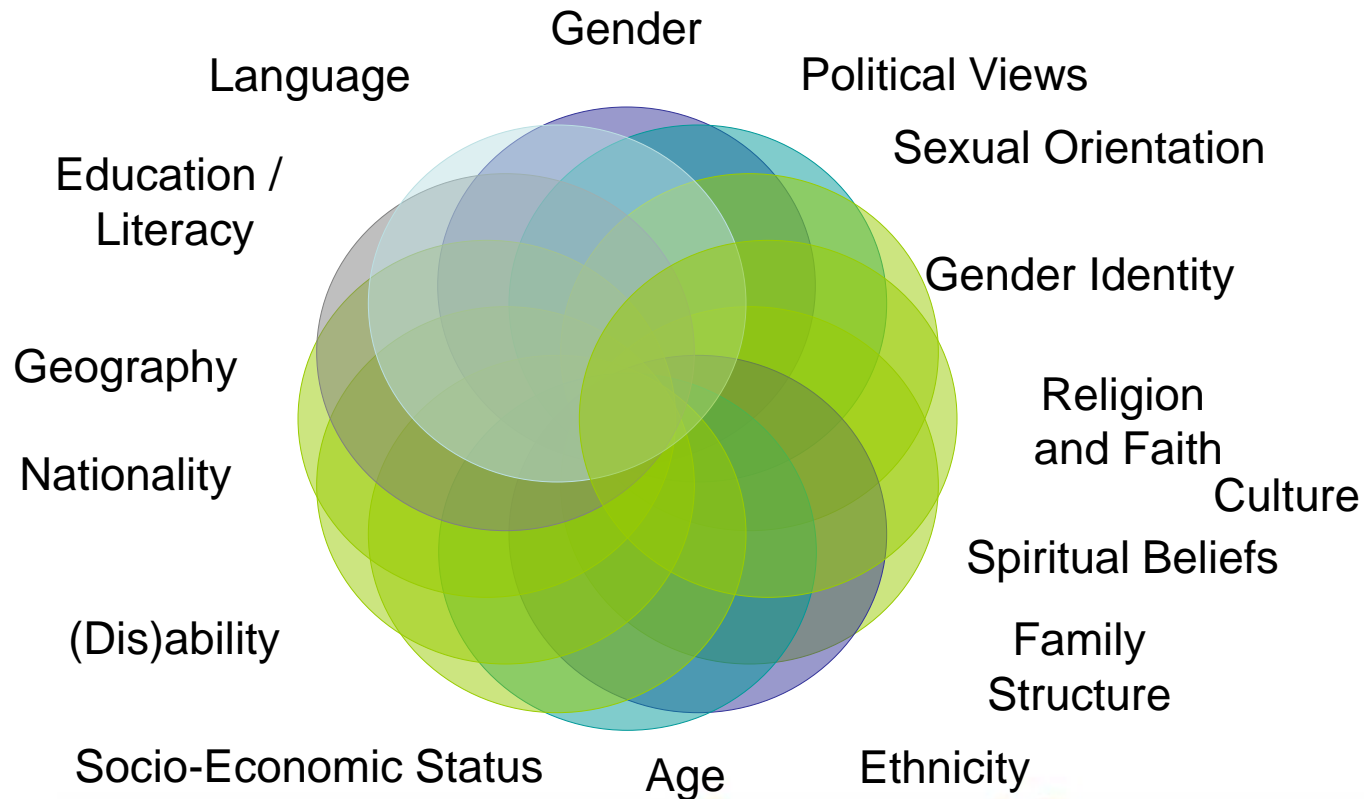
Diversity & Inclusion Initiatives at Eastern Health

Eastern Health Context

- NL has always been a fairly homogenous province
- NL is experiencing aging and declining workforce - Provincial immigration Strategy
- Eastern Health is the largest integrated health organization in NL (formed 2005)
- Full continuum of health services to a regional population of 290,000 and some provincial programs
- Large geographical area (rural and urban)
- Over 13, 000 employees

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Diversity at Eastern Health



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Eastern Health Diversity Journey

- **2005 Study on Cultural Sensitivity**
 - Could dissatisfaction with care and services be related to issues of cultural sensitivity?
 - Standing Committee on Diversity
- **2006 Healthy Workplace executive priority**
 - National Quality Institute membership
 - Healthy Workplace Steering Committee
 - Healthy Workplace Charter
- **2009 Diversity Project**
 - Funded by Citizenship & Immigration Canada
- **2010 Diversity Framework**



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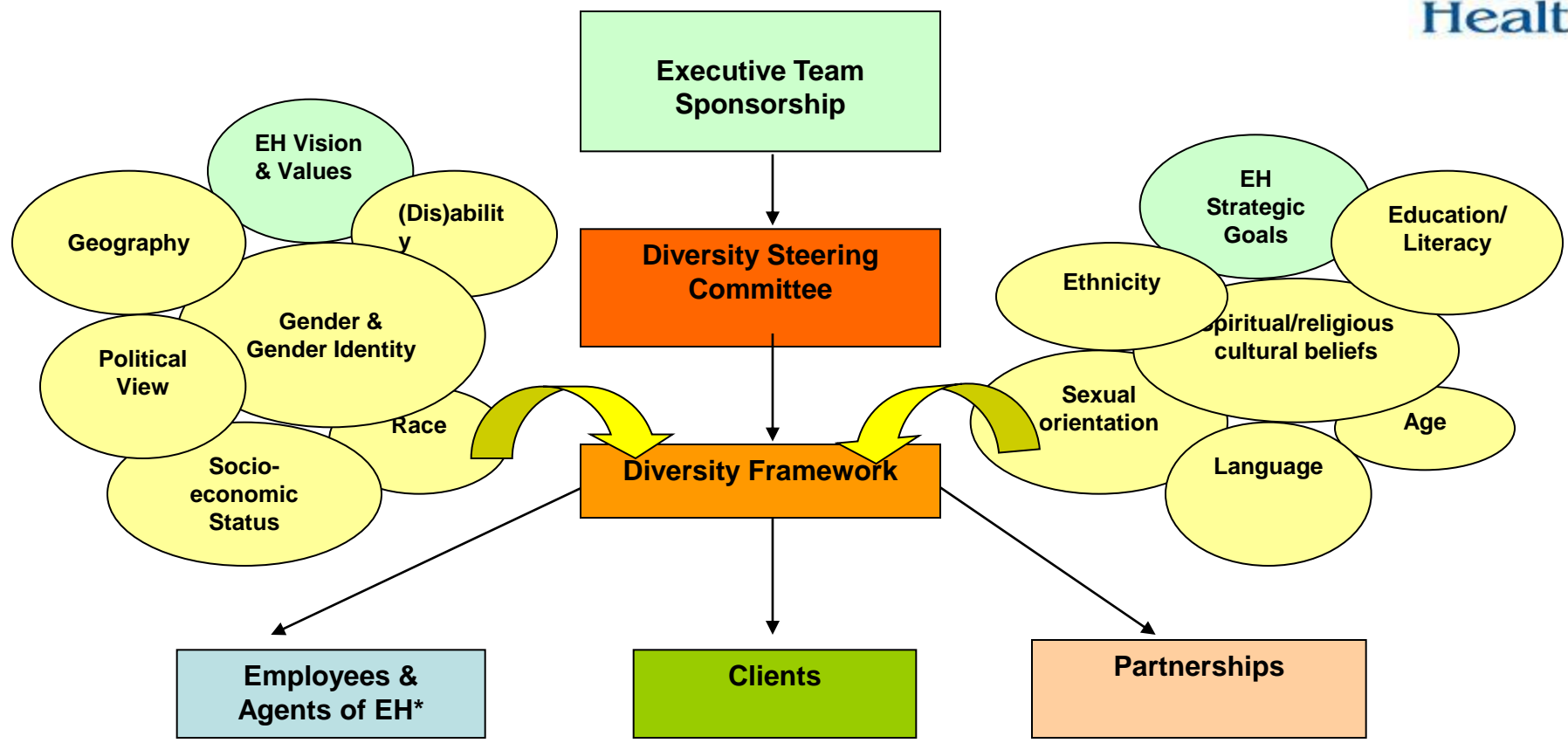
Road to Diversity Competency



- Diversity Framework

- Recognizes the need for continued diversity and inclusion efforts
- Defines diversity and outlines the benefits of becoming a more diverse and inclusive organization
- Identifies three key stakeholder groups
- Provides us with guiding principles to make decisions and guide actions
- Identifies accountability

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Steps in Our Diversity Journey

- Addressed recommendations of the Cultural Survey
 - EH Diversity Committee
 - Deaf interpretations services (2007)
 - Implemented Telephone Interpretation Services (2009)
 - Implementation of Aboriginal Patient Navigator (2009)
- Developed of a Diversity Framework



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Steps in Our Diversity Journey

- Diversity awareness
 - Held an Ethics Education Day
 - Developed information sheets
 - Current services offered for diverse needs
 - 3-steps to individual diversity competency
 - Managers' role in creating inclusive workplace
 - Tips for inclusion
 - Held a two-day conference on Diversity Competency for EH employees and invited key partners

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Steps in our Diversity Journey

- Healthy Workplace
 - Respectful workplace education sessions
 - Released of two policies dealing with conflict management and prevention/resolution of harassment
- International recruitment of health professionals
 - Recruitment in India, USA, Ireland, Jamaica, England (partnership)
 - Welcoming communities training
- Developed and held diversity and inclusion sessions for over 500 employees and managers

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Eastern
Health



Culture

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Sexual Orientation and Gender Identity

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Age

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Future Steps

- Potential three-year project through funding from CIC. Focus will be on:
 - Pre- and post- cultural assessment
 - Continue diversity and inclusion training
 - Hold annual diversity conference
 - Develop diversity tools and resources
- Upcoming education day on diversity



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Our Keys to Success

- Sponsorship at the executive level
- Active diversity committee
- Dedicated resource
- Source of funding
- Promotion of a healthy and respectful workplace culture
- Communication with all stakeholders critical
- Internal linkages
- Partnership with federal/provincial governments, community groups



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Thank you!

Questions?



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