

Your Voice Matters

What we heard from North Battleford

Experiences of Discrimination

Some people reported being treated unfairly when seeking health care. There were mixed responses regarding patients ability to communicate in their preferred language and comfort in sharing their cultural beliefs and ways of being with their providers.



"I found [some of the] staff can be rude and speak to people in a disrespectful way."

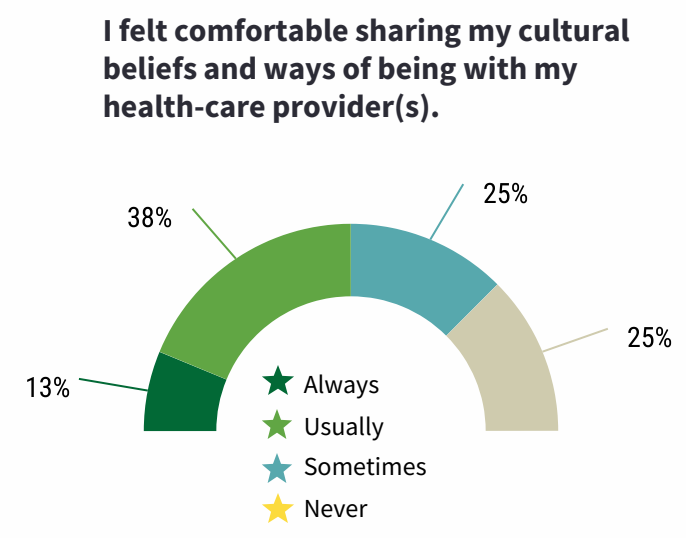
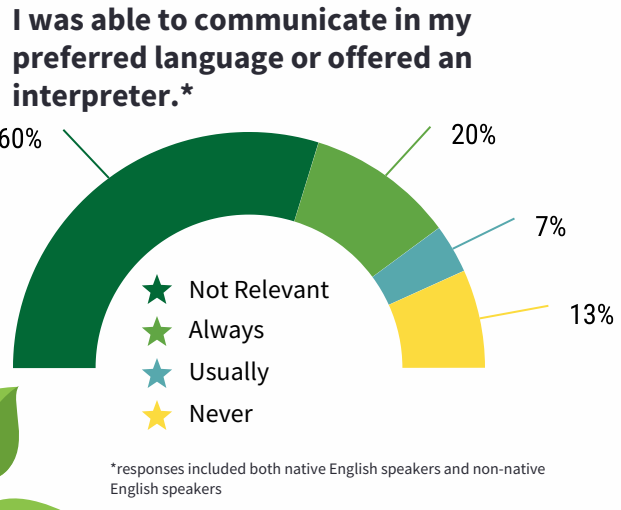
"...Difficult past that is well known in regards to [past experiences]. Hard for medical staff to take my issues seriously when they've known me for it. It's been [multiple years] clean and sober but still some staff that won't look past my past decisions."

"The staff should treat everyone the same way. They should not treat us badly because we are immigrants."

29% of respondents said that they felt that the doctor or medical staff they saw judged them unfairly or treated them with disrespect because of their:

- Race •National or Ethnic Origin •Colour
- Religion •Age •Sex
- Sexual orientation •Gender identity or expression
- Marital status

Responses included = 17
Responses collected August to November 2023



- Wide spread acknowledgement by SHA leadership that we need to do better, particularly in NW6.
- SHA wide group of directors gathers monthly to discuss Culturally Responsive Care with the aim of providing SHA leadership with opportunities to learn from each other to enhance culturally safe care around the SHA.

What are we doing to help?

- Truth and Reconciliation Commission Calls to Action #18 - 24 are read at the beginning of all primary care director led meeting in the North Battleford Area
- Bringing together a group that includes various Indigenous Organizations from the area, directors from acute care, primary health care, lab services and mental health & addictions. This group is working to begin dealing with institutional racism within the SHA.

