

The background of the top half of the page is a photograph of the Aurora Borealis (Northern Lights) in shades of green and blue against a dark, starry sky. In the foreground, the silhouettes of many hands are raised, reaching towards the lights. The word 'camh' is centered in the upper half of the image.

camh

# TRUTH AND RECONCILIATION **ACTION PLAN**

CAMH has publicly stated its commitment to reconciliation, including Calls to Action #18-24 from the **Truth and Reconciliation Commission of Canada**.

Our statement outlines corresponding actions in alignment with  
**One CAMH: Strategic Plan 2020-2023.**



# A MESSAGE FROM THE PRESIDENT AND CEO

Since the time of first contact, colonial institutions in the land now called Canada have oppressed First Nations, Inuit and Métis. Government programs such as residential schools, Indian hospitals and the Sixties Scoop are familiar examples. The intergenerational trauma caused by this racist history has contributed to disproportionate rates of mental illness, including substance use disorders, amongst Indigenous Peoples. It is important to acknowledge that this oppression and violence has an impact on First Nations, Inuit and Métis to this day.

CAMH has a legacy as a colonial institution. Our hospital is part of a system tainted with racism and oppression. This means Indigenous patients and their families experience barriers to health care and do not have access to the best care we can offer. This institutional racism and oppression also harms First Nations, Inuit and Métis employees at CAMH.

CAMH must be an organization where Indigenous patients, families and staff can thrive.

In my early days at CAMH, I was introduced to First Nations, Inuit and Métis communities in Ontario by Renee Linklater. I remember the welcome that I received on this journey of learning, trust building and partnership. I heard stories and saw challenges and barriers faced by individuals and communities. The experiences were not only

warm and kind, but also such stark reminders of the fact that our own CAMH programs were not meeting the community needs for supports and relevant, culturally appropriate services.

The CAMH Truth and Reconciliation Action Plan is the next step in our commitment. This Action Plan lays out a path toward stronger relationships between Indigenous and non-Indigenous people at CAMH over the next three years. Our goals are to create a work environment for Indigenous staff characterized by respect and belonging, to ensure access to culturally appropriate programs and services for Indigenous patients and families, and to put in place annual public reporting on meeting targets aligned with the Action Plan and our strategic plan, One CAMH.

I am committed to truth and reconciliation. I will use my role as President and CEO to ensure the implementation of the action items laid out in this plan, and to continue this important work going forward.

Thank you to the members of CAMH's Reconciliation Working Group for spearheading this important work. I also thank the Elders, Indigenous health care leaders and community members who have guided me and CAMH on our journey to advance truth and reconciliation.

**Dr. Catherine Zahn**

President and CEO

CAMH

# INTRODUCTION

Fair & Just CAMH was launched in the fall of 2019. The initiative is led by a Steering Committee tasked with implementing CAMH's commitment to health equity and a workplace free from discrimination. The Steering Committee created a work plan with a focus on data sharing, training, supporting staff and improving health outcomes.

In 2020, CAMH launched a new strategic plan, *One CAMH*, with a vision to redefine health. The strategy created an opportunity for CAMH to develop a comprehensive and public commitment to reconciliation within an anti-racist and anti-oppression framework. Action is required to address institutional racism and oppression in health care for First Nations, Inuit and Métis patients, families, staff and physicians.



**In alignment with the strategic directions from *One CAMH*, we strive to:**

- foster hope through care, innovation and advocacy
- consider all voices and push ourselves to find those that are missing
- enact positive, tangible and measurable change for our communities.

# CAMH TRUTH AND RECONCILIATION ACTION PLAN 2020-2023

- 1** Leadership clearly supports the Action Plan.
- 2** Land acknowledgment in all buildings.
- 3** Staff orientation materials reflect reconciliation.
- 4** Indigenous Cultural Safety and anti-racism training for all staff and physicians.
- 5** Resources to support staff and physicians while undertaking their training.
- 6** Internal information hub on reconciliation.
- 7** A confidential way to report incidents of racism across Toronto hospitals mandated to investigate and respond to all incidents.

**8**

All policies and practices reviewed with a lens of anti-racism, reconciliation and Indigenous Cultural Safety.

**9**

Race-based data collection and methods of collecting data expanded.

**10**

Healing programs that are culturally and linguistically-based, and patient and family centred.

**Safe services  
for patients  
and families**

**Safe work  
environment**

**Accountability  
for meeting  
targets**

**11** Reconciliation Review Committee that reports annually to the Board of Trustees and the Executive Leadership Team.

**12** Integration of monitoring and evaluation of reconciliation actions within wider performance metrics.

**13** Pursuit of joint initiatives and mutually supportive work amongst internal committees and working groups.

**14** New camh.ca webpage about our reconciliation agenda, including publicly tracking our progress.

One CAMH: Strategic Plan 2020-2023 **camh**

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# WHERE WE NEED TO GO OVER THE NEXT THREE YEARS

## 1. Create an environment where:

- all First Nations, Inuit and Métis staff and physicians feel safe at work.
- all CAMH staff and physicians have a clear understanding of how the legacy of colonialism, as well as resiliency, impacts mental health and substance use, and recognize their duty to actively and daily carry out the work of reconciliation.

This will happen by:

- 1.1** Disseminating this action plan to CAMH staff and physicians with a clear demonstration of support from CAMH leadership.
- 1.2** Ensuring the CAMH land acknowledgment is visible in all buildings.
- 1.3** Reviewing all CAMH staff orientation materials to ensure they reflect CAMH's legacy as a colonial institution and its commitment to reconciliation.
- 1.4** Initiating foundational Indigenous anti-racism/anti-oppression training and Indigenous Cultural Safety training for all CAMH staff and physicians, including follow-up coaching and mentoring.
- 1.5** Prioritizing resources available for CAMH staff and physicians to undertake training that will assist them in developing core clinical competencies relevant to reconciliation and Indigenous health.
- 1.6** Ensuring that CAMH's intranet contains a home for all materials to support staff and physician education and report on actions taken on reconciliation.
- 1.7** Along with hospitals across the Toronto region, developing a confidential way for hospital staff and patients to report incidents of racism through a system-wide Anti-Racism Secretariat and Ombudsperson respecting Indigenous cultural safety and mandated to investigate and respond to all incidents.

**Key Partners:** Public Affairs, Education, People & Experience, Shkaabe Makwa, CAMH Executive Leadership Team, Fair & Just Steering Committee



## 2. Create an environment where First Nations, Inuit and Métis patients and families feel safe to receive CAMH services

This will happen by:

- 2.1** Conducting a comprehensive review of all policies and practices to ensure they (i) embody an anti-racist, anti-colonial and anti-oppressive framework, (ii) do not result in re-traumatization and (iii) embed CAMH's reconciliation agenda in all policies.
- 2.2** Expanding race-based data collection and methods of collecting data to inform care.
- 2.3** Enhancing healing programs that are culturally and linguistically-based, and patient- and family-centred for First Nations, Inuit and Métis patients, addressing mental health and substance use challenges.

Key Partners: Fair & Just Steering Committee, People & Experience, Office of Health Equity, Shkaabe Makwa, Performance and Analytics, Clinical Services

## 3. Ensure accountability for meeting targets associated with CAMH's reconciliation agenda

This will happen by:

- 3.1** Appointing a Reconciliation Review Committee that reports annually to the Board of Trustees and the Executive Leadership Team through a work plan and report card on the progress of the organization toward reconciliation.
- 3.2** Supporting the integration of monitoring and evaluation of reconciliation actions within wider CAMH performance metrics.
- 3.3** Pursuing joint initiatives and mutually supportive work among the Reconciliation Working Group, the Fair & Just Steering Committee, the Horizontal Violence, Anti-Racism and Anti-Oppression Working Group, and the Safe & Well Committee. A member of the Reconciliation Working Group will sit on each aligned committee.
- 3.4** Ensuring there is a dedicated section on [camh.ca](https://camh.ca) for materials related to CAMH's reconciliation agenda, including a location that publicly tracks our progress.

Key Partners: Fair & Just Steering Committee, Performance and Analytics, Reconciliation Working Group, Horizontal Violence, Anti-Racism and Anti-Oppression Working Group and the Safe & Well Committee, Public Affairs



# TOGETHER TODAY

CAMH recognizes the resiliency of First Nations, Inuit and Métis cultural traditions, heritage languages and rich ceremonial life support well-being and inform the Indigenous determinants of health. CAMH supports and aims to grow these practices.

Awareness at CAMH is created through unlearning and relearning the histories of First Nations, Inuit and Métis and how the history of colonialism continues to impact mental health and substance use today.



**Action to co-create change at CAMH happens by providing opportunities for reflection, shifting individual and collective values, behaviours, practices, policies and organizational culture, and by encouraging Indigenous and non-Indigenous people to work together.**

# APPENDIX I: CAMH, OUR SHARED HISTORY

Since 2000, Aboriginal Services has been a unique and essential service for First Nations, Inuit and Métis patients at CAMH who are seeking culturally grounded, trauma-informed, patient- and family-centred therapy, group work and individual sessions.

By 2014, Aboriginal Engagement and Outreach formed in the Provincial System Support Program with a mandate to support training, research, and culturally grounded systems-transformation for First Nations, Inuit and Métis issues in mental health and substance use.

In 2015, CAMH released *Guiding Directions, A Plan to Strengthen Practices and Partnerships with First Nations, Inuit and Métis Peoples*. *Guiding Directions* aligned with CAMH's eight-year strategic plan, Vision 2020. Since 2016, a collaboration of internal and external partners has worked to implement a number of aims under the plan's four directions to:

- build internal capacity and structures to better meet the needs of First Nations, Inuit and Métis peoples,
- improve collaborative partnerships with service providers,
- enhance culturally responsive clinical support for service providers, and
- support capacity development, research and knowledge exchange.

In 2017, the Reconciliation Working Group formed as an organization-wide group of Indigenous and non-Indigenous staff members. The Reconciliation Working Group's purpose is to support CAMH staff and physicians in all sectors of the organization in their unlearning and relearning of the history of First Nations, Inuit and Métis, and how the history of colonialism and resilience continues to impact mental health and substance use today. The Reconciliation Working Group aims to strengthen the relationship between Indigenous and non-Indigenous peoples across CAMH.

In 2019, the Aboriginal Engagement and Outreach team at CAMH put forth a new name and way of speaking about their work in the Anishinaabe language: Shkaabe Makwa, which translates to "Spirit Bear Helper." In 2020, Shkaabe Makwa launched as a new Centre at CAMH playing a key role in connecting with First Nations, Inuit and Métis communities and service providers across the province.

Shkaabe Makwa collaborates with programs across CAMH to develop and deliver training, implement system initiatives, coordinate knowledge exchange events, support virtual care services, enable research, and lead Indigenous engagement for CAMH programs and initiatives.

In early 2019, CAMH established the Horizontal Violence, Anti-Racism and Anti-Oppression Working Group in response to a recommendation of the Workplace Violence Prevention Committee.

# APPENDIX II:

## GLOSSARY OF TERMS

In this document, **reconciliation** refers to “establishing and maintaining a mutually respectful relationship between First Nations, Inuit and Métis and CAMH” that occurs when there is “awareness of the past, acknowledgement of the harm that has been inflicted, atonement for the causes, and action to change behaviour.” (The Final Report of the Truth and Reconciliation Commission of Canada, Volume 6).

**Cultural safety** refers to “fostering a climate where the unique history of Indigenous peoples is recognized and respected in order to provide appropriate care and services in an equitable and safe way, without discrimination.” (San’yas Indigenous Cultural Safety Training, [www.sanyas.ca](http://www.sanyas.ca)).



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