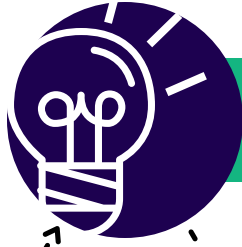


Cultural Safety

Cultural Safety is rooted in the idea that only an individual using a service can determine whether or not the interaction was safe AND understanding that the onus is on the service provider to ensure the system is inclusive.



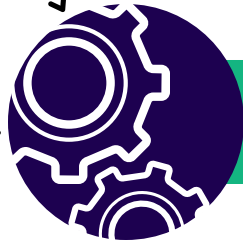
1. AWARENESS

Asking if the interaction was OK.



3. ACTION

Acting on the feedback in a positive way.



2. CRITICAL REFLECTION

Listening to the feedback received.



"Cultural Safety" has **no endpoint**. It requires that service providers, policy makers and other stakeholders within the system continuously "check-in" and adjust the way they interact with the individuals they serve and create an environment that is truly inclusive.

Be aware of the power differentials that exist within our system and relationships

Ask individuals what they need to feel included and comfortable in the environment

Have an understanding of the population you serve and the stressors they may experience

Review policies/rules

- Are there unintended consequences?
- What was the initial purpose of the policy/rule?
- Is it still relevant?

Consider socioeconomic factors:

- Transportation
- Childcare
- Affordability of legal representation/preparation



Be conscious of body language, both yours and the individual you are supporting

Be mindful of the assumptions we may make about someone's culture

Connect everyone in the wheel of service to share in regular conversations around "Cultural Safety" to achieve the goals of inclusiveness and safe interactions with the individuals we support.

