

CENTRAL WEST LHIN
Diversity Core Action Group Meeting Notes

2-4 pm. Thursday 9th April, 2009
Central West LHIN Boardroom

In Attendance:

Anika van Wyck – Central West LHIN
Baldev Mutta – Punjabi Community Health Services
Daneesh Panesar – CANES Community Care
Doris Cassan – Headwaters Health Centre
Gurwinder Gill – William Osler Health Centre
Mantreh Atashband – Rexdale CHC
Mike Valkama – CANES Community Care
Mohamed Badsha – Reconnect Mental Health
Nadine Rubie – Bramalea CHC
Samina Talat – Central West LHIN

Regrets:

Kitty Chadda – India Rainbow Community Services

1. *Agenda*

- No additional items

2. *Meeting notes from 19th February 2009*

- Minutes from previous meeting were accepted as presented.

3. *Appointment of Co-Chair*

- David Colgan sent his regrets but Samina Talat discussed agenda item and presented the LHIN's point of view.
- As per the previous meeting discussions, the Central West LHIN received three nominations: Mohamed Badsha, Baldev Mutta and Gurwinder Gill.
- The LHIN is responsible for the appointment of a the Co-Chair.
- Executive directors and/or CEO's are usually appointed as Co-Chairs.
- Baldev Mutta's nomination was the only one that met the criteria of an Executive Director and/or CEO; however, Punjabi Community Health Services is at present not a Health Service Provider. Samina Talat reiterated that the LHIN and Ministry are very close to declaring Punjabi Community Health Services as a Health Service Provider.
- Samina Talat welcomed the discussion around this topic.
- Mohamed Badsha supported Baldev Mutta's nomination and felt Baldev Mutta's organization's non-registered HSP status was not an issue.

- Mohamed Badsha mentioned; however, that the LHIN should re-consider their requirement of a CEO or ED in the case that there may not be a qualified CEO or ED as part of the group.
- Samina Talat explained that this requirement is more of a preference for the LHIN as it facilitates decision making at the organizational level rather than awaiting approval. Hence also the preference of Senior most management representation at all Core Action Groups.
 - Whilst supporting Baldev Mutta's nomination and experience, Gurwinder Gill reiterated Mohamed Badsha's earlier point around CEO/ED level requirement and indicated that skill set should be given preference over and above titles. She also mentioned that if the LHIN was willing to make an exception of nominating a non-HSP representative as a Co-Chair then the exception to titles should also be considered. She also mentioned that Punjabi Community Health Services is a culturally specific organization and that it may not be entirely appropriate for the Diversity Co-Chair to be associated with only one ethno-cultural specific service provider.
 - The possibility of non-LHIN representative Co-Chairs was suggested by Gurwinder Gill, which was supported by Mohamed Badsha in the form of offering to withdraw his nomination in support of Baldev Mutta and Gurwinder Gill.
 - The Chairs (Co-Chairs) should reflect the diversity of the group since the groups mandate is to champion diversity.
 - Samina Talat will take this back to the Senior Director and report back to the group at the next meeting.

4. *Updates by Samina Talat*

- Terms of Reference and Priority Charter:
 - Samina Talat received no additional input on the Terms of Reference and Priority Charter, but the document will be kept fluid for now to give new members an opportunity to comment
- Health Equity Plan
 - The Ministry of Health and Long Term Care (MOHLTC) and the Toronto Central LHIN re developing a Health Equity Impact Assessment Tool to help with program planning.
 - The tool, which is still in draft stages, is being developed by the Wellesley Institute, who were contracted by the MOHLTC
 - Samina Talat will meet Bob Gardner at the Wellesley Institute next week to discuss the scope of the project and see if the group can pilot this tool or participate in its use/distribution.
- Community University Research Alliance (CURA) Training
 - Baldev Mutta reported that CURA received funding from Citizen Immigration Canada to provide free diversity training across the LHINs
 - Baldev Mutta suggested we invite them to the group to discuss the plan and focus of the training, and how they would like to move

forward with it for the Central West LHIN. This notion was supported by the group.

- Doris Cassan from Headwaters shared information for another training session.
- Samina Talat shared a resource pamphlet from MIAG.
- Gurwinder Gill distributed Osler's Diversity News which is put together once a month for internal staff. The document has diversity related information.

5. *Cultural Competence research – Preliminary Findings*

- Anika Van Wyck presented the preliminary research on information around Cultural Competence. A summary report was distributed to the group.
- Anika Van Wyck spoke briefly to the French Language Survey, highlighting the facts that many organizations seemed to have diversity hiring policies in place, and that organizations with French speaking Board Members had more comprehensive French Language Service offerings
- Samina Talat asked if it was too early for the group to begin developing an inventory of Culturally Competent services. It was suggested that it might be better to wait until the group better understands its own mandate, and also sees what the Health Equity Impact Assessment Tool might yield, so as not to reinvent the wheel.

6. *Cultural Competency in the Central LHIN Mental Health & Addictions Agencies and Programs*

- Mohamed Badsha spoke to the results of a 13 month project on cultural competency in Mental Health and Addictions services in the Central LHIN.
- Diversity and Cultural Competency is a focus in Mental Health and Addiction services.
- The project received resources from the LHIN after developing a Project Charter and Briefing Note.
- The main goal of the project was to increase Cultural Competency and start a process of engagement with Mental Health and Addictions service providers.
- The project also aimed at creating dialogue and with these organizations to assess how they are managed and how they offer/implement their services.
- 5 objectives: (1)apply diversity lens assessment tool (2)provide a diversity governance tool kit to organizations with the hope that the next step of the project would be to engage with board/management (3)identify and deliver training (4)define and implement the project evaluation (5)develop and inventory of best practices.
- Mohamed Badsha read their definition of Cultural Competence (included in the material he provided to the group).
- The Diversity Lens Tool they developed suggested that there is a moderate level of staff competence in diversity.

- The strongest area for diversity practices is in staffing policy, the weakest is in engagement and addressing linguistic competency.
- Staff, Managers and Senior Managers had no idea how information/demographics were being used to implement services and develop programs.
- Generally, there seemed a lack of knowledge about what's available, language barrier issues, a need for more education and information and more support for the cultural challenges staff have to meet.
- Project recommendations: start phase 2 of the project, re-apply the Diversity Lens over time, engage with organizations' Board of Directors, continue education opportunities, create benchmarks and standards for Culturally competent services and develop dedicated funding and accountability measurements.
- Also it was recommended that the Central LHIN create and fund research opportunities and create opportunities for mentorship and stewardship.
- Samina Talat spoke to the discussion about inclusion of diversity accountability into the M-SAAs, that there were no measurements or benchmarks available but that this is something that should be worked on in the future.

7. *Other Business:*

- No other business specified

8. *Review of Next Steps:*

- Take back Co-Chair discussion to LHIN Senior Management – Samina Talat.
- Touch base with Bob Gardiner and Sarah at CURA to invite them to present at the next meeting – Samina Talat.
- Take Cultural Competence research further – Anika Van Wyck.
- Establish a collaborative workspace for the group on the Central West LHIN website for group to share documents – Anika Van Wyck.
- - Samina Talat to post Central LHIN's reported distributed by Mohamed Badsha.

9. *Meeting Schedule:*

- Next meeting
Thursday May 21st, 2009. 2-4 pm.
Central West LHIN Boardroom