



PATIENT/CLIENT EXPERIENCE

- Improve EDI-related data collection and enhance the utilization of this information in person-centred care planning to meet each patient's/client's unique needs.
- Optimize the patient/client feedback loop in areas related to EDI to ensure the patient/client voice drives positive change.

PEOPLE

- Focus on providing Indigenous Cultural Safety Training, Implicit Bias Training, and Anti-Racism Training.
- Commencement of affinity groups to create spaces where employees connect based on shared identities, ideologies, or interests, fostering community, belonging, and support.

ORGANIZATION

- Collaborate to implement change ideas from staff and patients/clients to improve services, the physical environment, and meet diverse needs.

COMMUNITY

- Maintain and develop relationships with community organizations representing groups facing inequities and take action to address feedback.