

Celebrating a Quarter Century of Excellence in Indigenous Primary Health Care



2023



2024

ANNUAL REPORT

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Message from our Chief Executive Officer **BIINDIGEN!**

I am honoured to share with you the remarkable progress and inspiring stories that continue to define our journey toward health equity for Indigenous communities in Ontario. We remain committed to our mission to ensure that all First Nations, Inuit and Métis (FNIM) communities in Ontario have access to high-quality, culturally appropriate health care that respects and integrates our rich traditions and knowledge systems.

Over the past year, we have made significant strides in solidifying relationships and emphasizing the importance of our culture as healing. We have established key partnerships that address critical issues such as mental health, chronic disease management, and maternal and child health. These *mino goodadawin* (good relationships) will help us in advancing our mission to not only meet the immediate health needs of our communities but also to foster long-term wellness and resilience.

Our success would not be possible without the unwavering support and collaboration of our members, partners, staff, and community. I am deeply grateful for the dedication and passion of our healthcare professionals, who work tirelessly to provide compassionate care. I also extend my deepest gratitude to our Elders, Knowledge Keepers Circle, Integrated Clinical Council, IPHCC Planning and Evaluation Committee, Data Management Coordinators, Traditional Healing and Wellness Advisory Council, Mental Health Advisory Council, and Clinical Leads Community of Practice, whose wisdom and guidance are the bedrock of our efforts.

As we look to the future, we remain committed to advocating for systemic changes that address the Indigenous social determinants of health and dismantle barriers to care for FNIM people in Ontario. We will continue to push for policies and practices that rectify the historical and ongoing injustices faced by Indigenous people and build a health system that will care for our people for the next seven generations.

Thank you for your continued support and dedication to the health and wellbeing of our communities.

In solidarity and respect,

Caroline Lidstone-Jones

CEO, Indigenous Primary Health Care Council



Remarks from the Board Chair

Our ongoing commitment to expanding our membership base has been critical in ensuring comprehensive representation and in positioning ourselves as an influential voice at provincial health tables, thereby better serving our communities.

We have continued to evolve into an organization that not only gathers but also documents the collective knowledge of Indigenous peoples and their communities. This knowledge, when transformed into actionable data, is instrumental in guiding leadership across the province, ensuring that the decisions made are rooted in the lived experiences and wisdom of FNIM people.

Our education programs have been another area of success, significantly raising community understanding of health initiatives both at the provincial and local levels. We have made considerable progress in raising awareness and understanding, providing equal opportunities for all to achieve a common level of knowledge, and addressing resource gaps by standardizing policies and procedures across the board.

By bringing together practitioners from across the province, we have fostered a deep understanding of the differences between nations and regions, learning from each other to address unique community needs and leverage our strengths.

As we look ahead, I am filled with optimism about the path we are on. Particularly, I am excited about our continued efforts to embed traditional practices into every aspect of our work. I eagerly anticipate seeing how these initiatives will further unfold, bringing even greater benefits to our communities.

Thank you for your continued support and dedication to our shared mission.

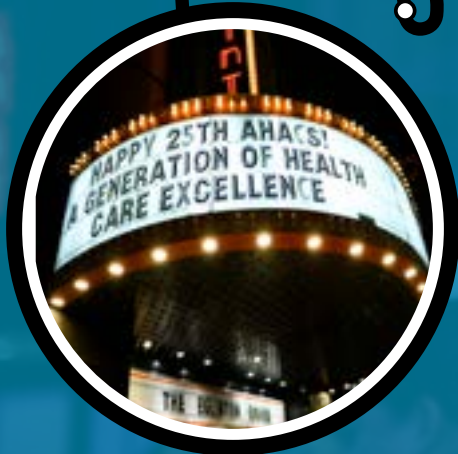
Constance McKnight

Board Chair, Indigenous Primary Health Care Council



CELEBRATING 25 YEARS of Health Care Excellence

In November 2023, the IPHCC held a Gala to honour the 10 original Aboriginal Health Access Centres (AHACs) that first opened their doors 25 years ago. Since their inception in the mid-1990s, AHACs have been instrumental in improving health outcomes by addressing barriers to healthcare and integrating a wide range of services.





Our Vision, Mission & Values

Our Vision

The IPHCC envisions a world where:

- The health and well-being of all Indigenous Peoples in Ontario is restored and assured.
- Health systems provide Indigenous Peoples with high quality care, empathy, dignity, and respect.

Our Mission

The IPHCC uses Indigenous solutions to transform Indigenous health outcomes and decolonize health systems by:

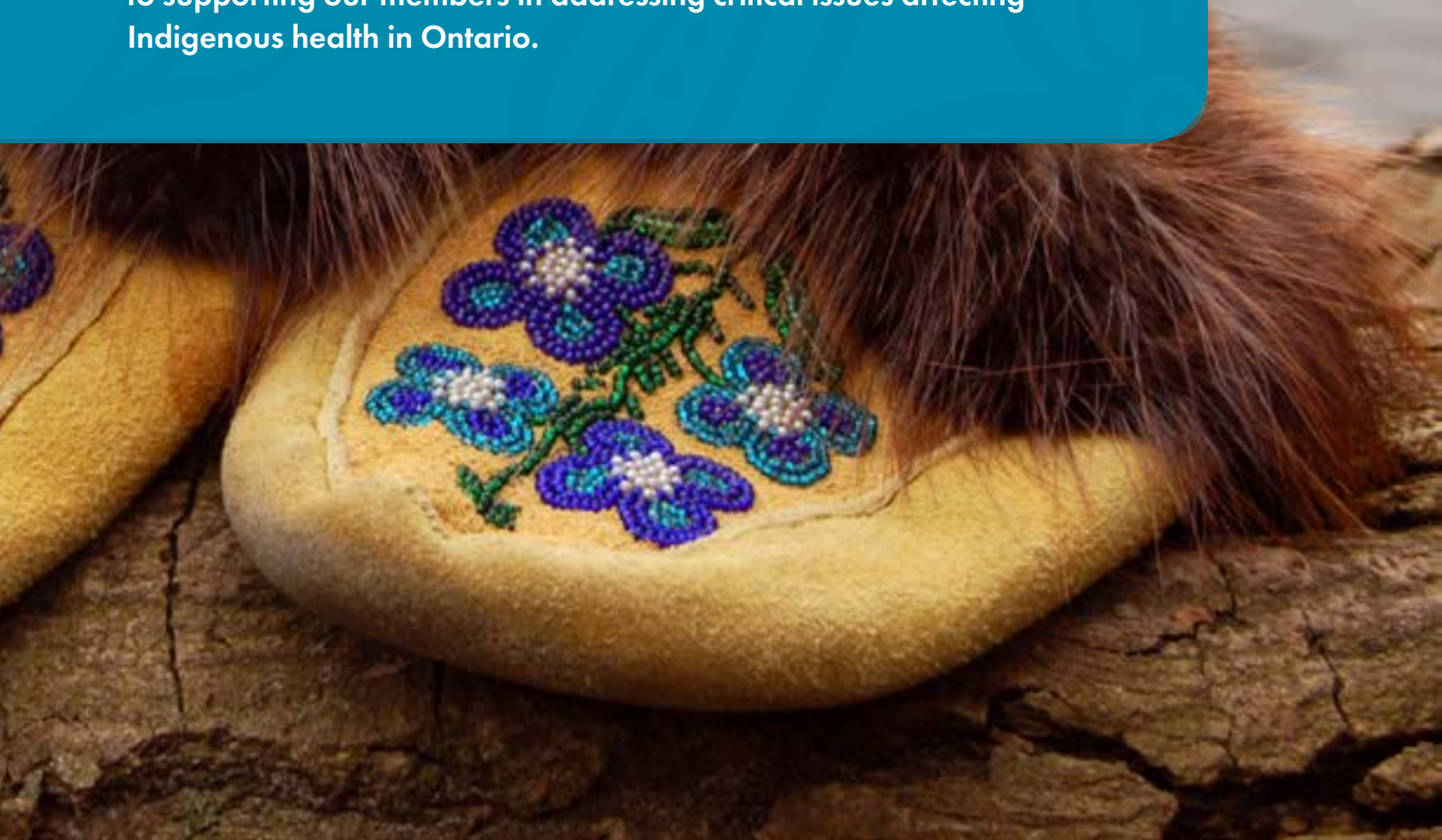
- Empowering the voices of Indigenous Peoples and communities to effect change.
- Partnering with Indigenous communities, mainstream health organizations and government agencies.
- Gathering and sharing data about the health status of Indigenous Peoples in Ontario and inequitable service gaps.
- Equipping Council members with the tools, training and networks to provide quality health care.



Touchstone Values

- We honour Indigenous knowledge systems.
- We promote Indigenous health in Indigenous hands.
- We respect that culture is treatment.
- We create respectful relationships.
- We endorse community-based approaches to healing and wellbeing.
- We value and support staff throughout our network.
- We are open to learning from each other.
- We establish and promote safe spaces.
- We laugh together.

As we move into the next fiscal year, the IPHCC reaffirms its commitment to supporting our members in addressing critical issues affecting Indigenous health in Ontario.

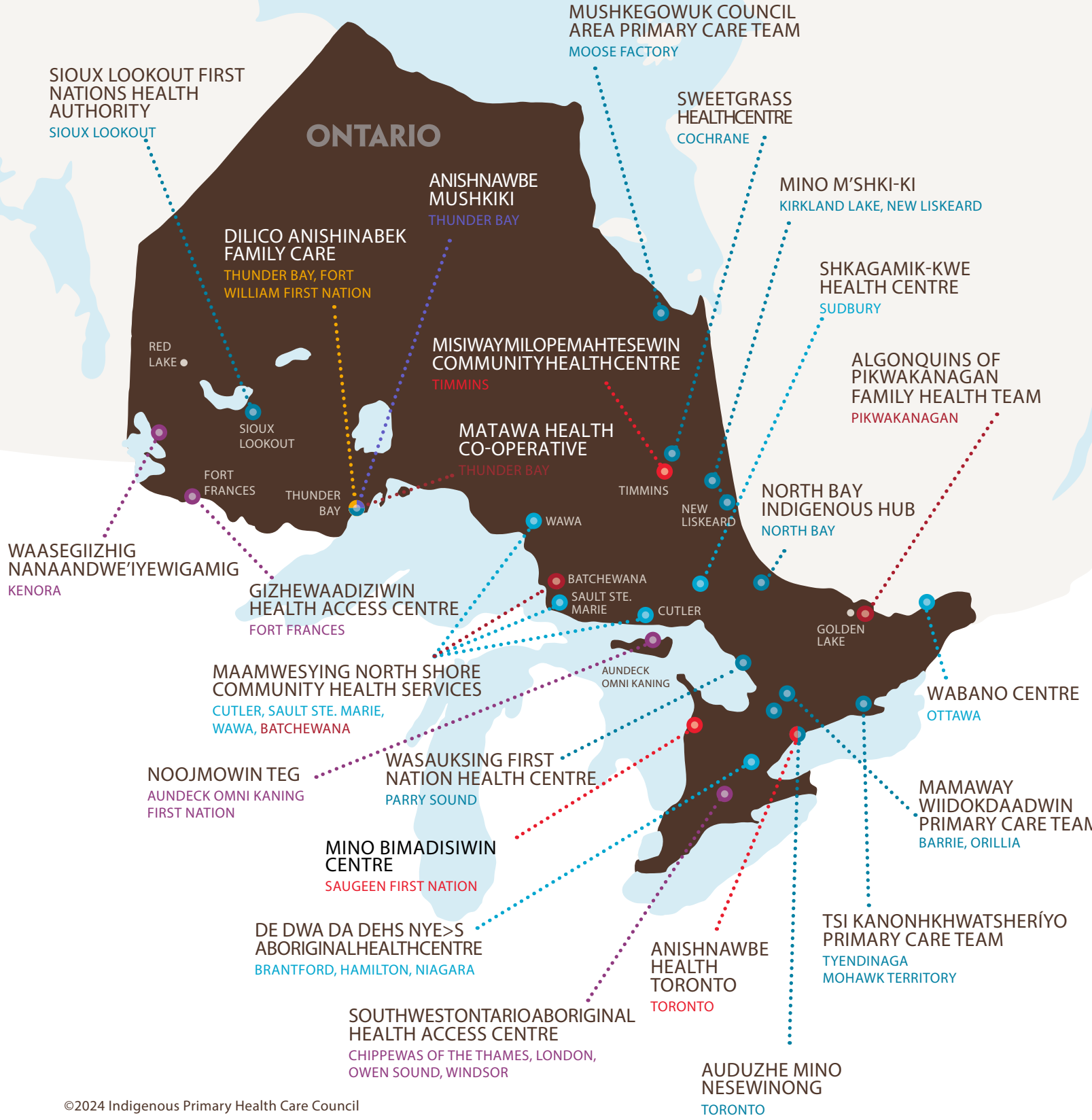




INDIGENOUS PRIMARY HEALTH CARE COUNCIL

MEMBERS

- ABORIGINAL HEALTH ACCESS CENTRE (AHAC)
- INDIGENOUS COMMUNITY HEALTH CENTRES (CHC)
- INDIGENOUS INTERPROFESSIONAL PRIMARY CARE TEAMS (IIPCT)
- AHAC & IIPCT
- AHAC & INDIGENOUS NURSE PRACTITIONER LED CLINIC (INPLC)
- IIPCT & INDIGENOUS FAMILY HEALTH TEAM (IFHT)
- INDIGENOUS FAMILY HEALTH TEAM (IFHT)





Model of Wholistic Health & Wellbeing

The IPHCC promotes high quality, integrated and wholistic care through the **Model of Wholistic Health and Wellbeing (MWHW)**. This model is rooted in the population needs-based approach to healthcare planning, Indigenous-informed evaluation approaches, and scaling leading practices for excellence in Indigenous Health.

The MWHW guides organizations to operate from a wholistic Indigenous health framework. Recognizing Indigenous rights to self-determination in health, the framework focuses on the restoration and rebalancing of the physical, mental, emotional, and spiritual wellbeing of Indigenous People, Families, Communities, and Nations.

The Model incorporates **physical, mental, emotional, and spiritual** elements of wellbeing and it is the belief that all elements must operate in harmony to achieve optimal health. Culture as treatment and culture as healing are central to the Model of Wholistic Health and Wellbeing, implanting a strong self-identity to foster self-determination and advance positive health outcomes.

Our model of care promotes and celebrates the diversity in Indigenous Peoples so that all voices are elevated and the power to control our destiny lies within our communities.



Indigenous Health Sector Statistics 2023

57.06%

% of clients with T2DM who
are up to date with A1C
blood glucose monitoring

11.9%

Concurrent Opioid &
Benzodiazepine Dispensing has
decreased in our sector

37.4%

Average % Diabetes
Mellitus Nutritionist
Clients

52.17%

**Breast Cancer Screening
average**

18.7%

**Average % Diabetes
Mellitus Foot Care**

59.86%

**Cervical Cancer
Screening average**



A person in traditional attire, possibly a dancer, is shown from the side, wearing a black garment with a large, circular, gold and red patterned element on the back. They are holding several large, circular hoops made of a light-colored material. The background is a vibrant red wall with a hanging light fixture. A large, semi-transparent blue circle is overlaid on the right side of the image, containing the text.

Program Updates





Indigenous Cultural Safety



ANISHINAABE MINO'AYAWIIN

Our Approach to Indigenous Cultural Safety

The goals of the Indigenous Cultural Safety (ICS) program are to influence and shape system change, center the resiliency and realities of Indigenous communities from Ontario, build a strong and engaged network, strengthen structures and capacity to enable and sustain our strategy.

In the heart of IPHCC's mission lies **Anishinaabe Mino'Ayaawin – People in Good Health**, a cornerstone of our commitment to ICS. This approach embodies cultural awareness, sensitivity, competency, humility, and safety, addressing the profound impacts of anti-Indigenous racism on health and wellness across Ontario and Canada. Our aim is to equip healthcare professionals with the essential skills and knowledge to foster environments where Indigenous individuals feel safe, valued, and respected.

IPHCC's Approach to Indigenous Cultural Safety and Anti-Indigenous Racism in Health Care

At IPHCC, our commitment to ICS drives us to continuously improve and adapt. This dedication is reflected in our ongoing curriculum development, where we refine our training programs to maintain leadership in cultural safety education. We prioritize customized learning experiences, tailoring sessions to diverse healthcare environments to ensure their relevance and impact. Through resource development, we provide comprehensive toolkits that facilitate the implementation of culturally safe practices across healthcare settings. Additionally, our organizational change initiatives support healthcare organizations in developing strategies that foster meaningful and sustainable change towards cultural safety.

Courses

Foundations of Indigenous Cultural Safety launched in the fall of 2021, IPHCC's Foundations of ICS is the first course within the Anishinaabe Mino'Ayaawin – People in Good Health training approach. Since the launch of the course, IPHCC has successfully worked with many organizations and healthcare professionals to enhance their learnings and to support the fostering of cultural safety for Indigenous Peoples in Ontario. The training draws upon the lived experiences of many Indigenous partners encountering care within mainstream systems, alongside stories shared by First Nation, Inuit and Métis Peoples living in Ontario.



Responses to Post Training Evaluations

- *"It (this training) reinforced and enhanced my understanding of the historical and contemporary experience for Indigenous Peoples. In particular, I found its practical emphasis on Indigenous-specific racism and micro-aggressions in health care settings to be very helpful."*
- *"I feel like the knowledge I already knew was very superficial. This course provided me with a more in depth view of Indigenous culture and history and how to better provide care to Indigenous folks."*
- *"Please know how much my colleagues and I appreciated, and continue to appreciate, this ICS learning opportunity. Overall, the feedback that we have received has been very positive"*

187

Organizations

7332

Registered Users



ICS Condensed
Evaluation Report





Safespace

NETWORKS

The Safespace Network is a significant advancement in healthcare reporting, providing a secure and anonymous platform to share experiences without fear of retaliation. While it does not replace formal complaint processes, it helps address barriers to reporting by capturing patterns and trends to prevent negative experiences and drive system-wide change. If a formal complaint is necessary, individuals are encouraged to seek support from a trusted provider.

Anyone can report into the platform through:

Secured hotline
1-416-477-4627

Secured email
report@safespacenetWORKS.com

Online
safespacenetWORKS.ca/report



At this time, there has not been enough data collected to analyze trends but some examples of reports that have come in include:

- **microaggression reports**
- **stereotyped**
- **minimized**
- **emergency misconducts**
- **racial slurs**

Workshops and Customized Training Delivered

Throughout the fiscal year, our workshops have made significant strides in enhancing and disseminating knowledge across various sectors. These workshops have catered to diverse audiences, including Corrections, Medical Societies, Webinars, Mental Health Grand Rounds, and Indigenous Research Webinars, illustrating our commitment to fostering cultural understanding and collaboration in healthcare.

Correctional Services Canada:

Understanding the Importance of Traditional Healing and Wholistic Health

- April 2023 – 68 participants

Turning Knowledge into Action

- May 2023 – 33 participants

Ingersoll NLPC:

Foundations of Indigenous Cultural Safety – Turning Knowledge into Action

- August 2023
- September 2023

Simcoe County Medical Society:

How to Write a Meaningful Land Acknowledgement

- June 2023
- September 2023

Turning Knowledge into Action

- September 2023 – 282 participants

St. Joseph's Mental Health Grand Rounds:

Turning Knowledge into Action

- September 2023 – 72 participants

Indigenous Anti-Racism

- March 2024 – 27 participants

FNIM Indigenous Research and Indigenous Data Sovereignty Webinar Series

Recognizing the Harmful Effects of Historical Research and Building Trust with Indigenous Communities

- January 2024 – 47 participants

Empowering Indigenous Communities through Data Governance, Sovereignty, and Privacy Protection

- February 2024 – 37 participants

Hastings Prince Edward Ontario Health Team (HPE OHT)

How to Write a Meaningful Land Acknowledgement

- March 2024 – 13 participants

IRS-Trauma Informed Training and Mental Health Supports

The specialized IRS-Trauma Informed Training sessions offered by IPHCC have explored the profound impacts of Indian Residential schools, nurturing a framework of trauma-informed care practices.

These sessions foster understanding of historical traumas and their enduring effects on Indigenous communities.



In-depth training cohorts 2023-24:

- August 2023 – 8 participants
- October 2023 – 11 participants
- January 2024 – 14 participants
- February 2024 – 16 participants

High-level training cohorts

- September 2023 – 13 participants
- November 2023 – 13 participants
- January 2024 – 39 participants
- March 2024 – 74 participants

Events Attended

National gatherings on unmarked burials highlights serve as reminders of the importance of honoring Indigenous histories and promoting healing within healthcare initiatives.

- National Gathering on Unmarked Burials: Supporting the Search and Recovery of Missing Children; September 6-8, 2023; Toronto
- National Gathering on Unmarked Burials: Northern Voices; January 30-February 1; Iqaluit

Moving forward, IPHCC is committed to:

- Enhancing Communication Strategies for ICS
- ICS Evaluation Framework Implementation
- Launching Bioethics and Organizational Change Initiatives
- Developing Allyship Toolkits and Addressing Indigenous Social Determinants of Health
- Building Community Engagement through Safe Space Initiatives



Cultural Safety RESOURCES



**How To Develop A Meaningful
Land Acknowledgment**
EN/FR



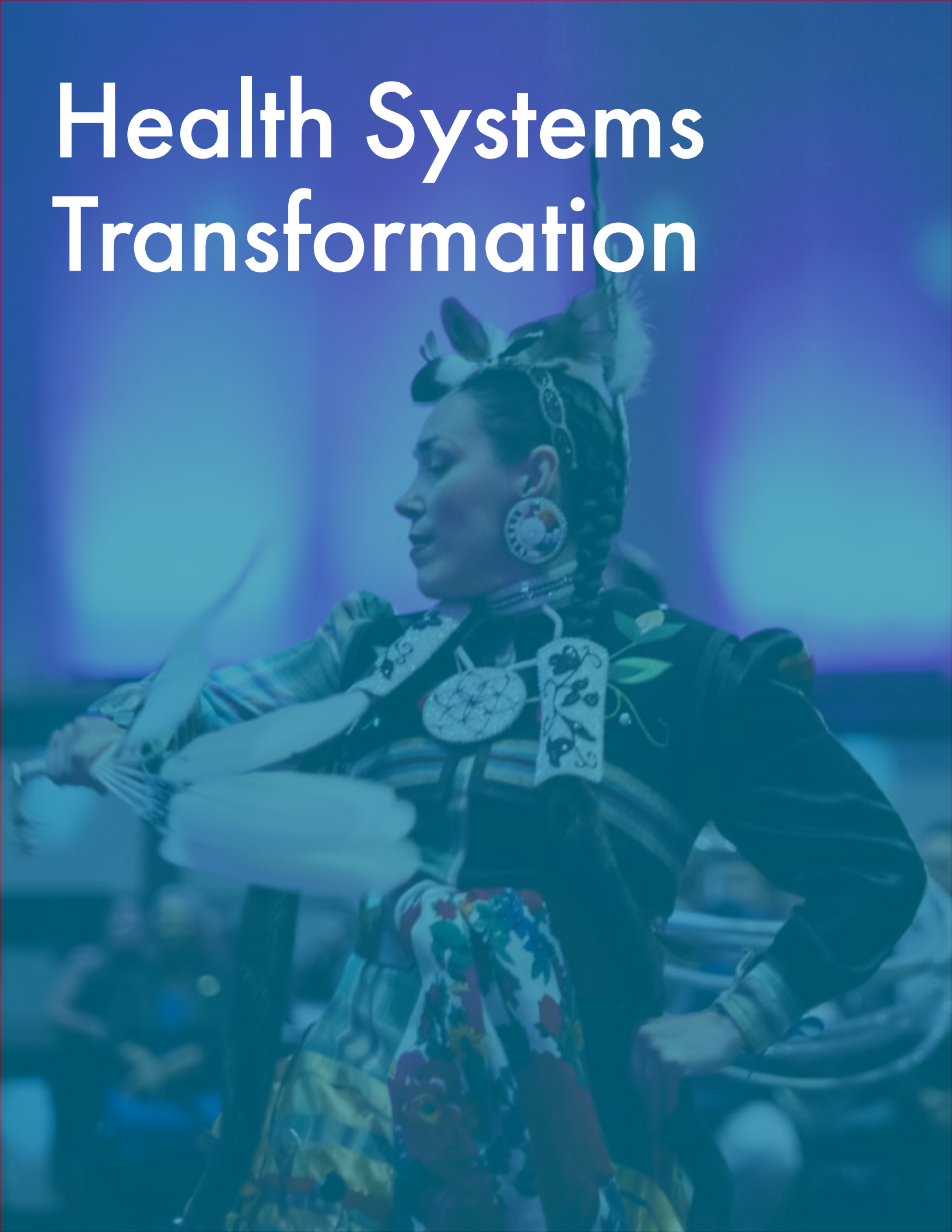
The Cultural Safety Continuum
EN/FR



**Indigenous Anti-Racism
Infographic**



Health Systems Transformation



Advocacy for Indigenous led strategies at all levels of government.

The Health Systems Transformation (HST) team continues to advance efforts that centre on members' ability to determine their own governance, funding, and human resources. We also continue to work with government to ensure that Indigenous values are recognized and respected, by advocating for Indigenous-led healthcare strategies, whether local, regional, provincial or federal.

The team has done this in the following ways:

1. Establish a provincial program of supports for members.
2. Establish a relationship accountability framework to work with Ontario Health and the Ministry of Health (MOH).
3. Develop sector wide partnership agreements that support transformation efforts (Indigenous and non-Indigenous).
4. Promote local and regional member models that align with the OHT process.

Building relationships for Indigenous Health

The IPHCC holds in high regard the new relationships honoured through ceremonial signing agreements with the Indigenous Diabetes Health Circle (IDHC), Toronto Metropolitan University (TMU) and Provincial Council of Maternal and Children's Health (PCMCH).

The IPHCC continues to develop relationships with:

- College of Nurses of Ontario (CNO)
- Registered Nurses' Association of Ontario (RNAO)
- Institute for Clinical Evaluative Sciences (ICES)
- Canadian Institute for Health Information (CIHI)
- Lakeridge Health
- York University

Partnerships for the advancement of health systems are a significant step for the Council in adding more Indigenous voices in Ontario Health, ensuring Indigenous ways of knowing and being as well as clients and practitioners are valued and respected at all levels. Keeping Indigenous Health in Indigenous Hands.



IDHC Signing Ceremony

Transforming the Ontario Health Teams Landscape

In 2023-2024, the IPHCC continued advancing its collaboration with the Ministry and Ontario Health as a recognized system support partner for education, training and local support.

Expanding Indigenous Engagement Training to all Ontario Health Teams

The IPHCC developed a three part webinar series, which was made available to all Ontario Health Teams (OHTs) to aid them in their work. These webinars provided OHTs with knowledge and skills to related to cultural safety, anti-racism approaches and engagement methods.

The sessions were attended by 465 Ontario Health staff and are also available to watch on YouTube. Several attendees expressed their interest and desire to learn more about how to action and engage in respectful and meaningful relationships with Indigenous peoples. In addition, there is a strong desire expressed to understand the critical importance of traditional healing and wellness practices and how to approach integration within westernized practices.

By working with our members, the ministry, and partnering organizations, the HST team looks forward to keeping the momentum going. This will help learners improve and reflect on their relationships with Indigenous communities and act on the practices taught.



Engagement Statistics

Training	Participants	Regions
Awareness session on IPHCC tools and trainings	167	(13) Central, (31) Eastern, (14) North East, (10) North West, (6) GTA, (21) Western, (25) Other
Indigenous Anti-Racism	235	(6) Central, Eastern, North East, North West, GTA, Western
Using Culturally Safe practices to Build Meaningful Relationships	63	(1) Central, (3) Eastern, (2) North East, (1) North West, (1) Western, (1) Other
	465	(24) Central, () Eastern, (14) North East, (10) North West, (6) GTA, (21) Western, (25) Other

Webinar Recordings



WEBINAR 1

Awareness Session on IPHCC Indigenous Cultural Safety Training & Tools: OHT Education & Training

People watched this video 145 times during the 2023/24 year.



WEBINAR 2

Indigenous Anti-Racism Webinar

People watched this video 33 times during the 2023/24 year.



WEBINAR 3

Using Culturally Safe Practices to Build Meaningful Relationships with Indigenous Communities.

People watched this video 145 times during the 2023/24 year.

Resources for IPHCC Organizations and Ontario Health Teams

Development of resources, targeted outreach and support for members, partners and Ontario Health Teams (OHTs) were a key focus of the HST team during the fiscal year.

HST resources developed:

- 1. Indigenous Primary Health Care Framework** (the Indigenous Integrated Circles of Care) – Assists mainstream organizations with building and implementing Indigenous-led and informed health plans with a focus on maintaining Indigenous Sovereignty, Governance, and Funding.
- 2. Organization Change Framework** (the Indigenous ACTION Framework) – A tool that boosts OHTs and system partners to embed Indigenous cultural safety into their planning process by learning the recommended indicators to enhance culturally safe care in Ontario health teams on the structural level.
- 3. Indicator Framework Handbook for OHTs** – An Indigenous Indicator Framework Handbook for OHTs. Educates OHT's on the importance of Indigenous patients, families & communities being apart of the planning, delivery and evaluation of health services for their communities.



- 4. Indigenous Local Support Network** – to ensure our members were supported in health planning as well as assisting in the OHT process. This included promising opportunities to advance more integrated care by:

- » Supporting De dwa da dehs nye>s and the Indigenous Diabetes Health Circle (IDHC) to collaboratively lead the Lower-Limb Preservation Program in the Niagara Region
- » Staff from Anishnawbe Health Toronto (AHT), the ministry of health, Ontario health and the IPHCC participated in a working group to identify opportunities to advance integrated care programs for AHTs clients
- » The HST team wrote a formal advisement in response the proposed OHT Designation Regulations and the potential effects on FNIM relationship progress with OHTs.

Next steps for working with OHTs include shifting from resource development to performing as an implementation team as a Provincial System Support Partner.

Education and training to Ontario Health Teams will continue to be offered to support the planning, design, delivery, and evaluation of health services. This will include the delivery of education and training to Ontario Health Teams regarding safe, positive healthcare experiences and respectfully engaging with Indigenous communities.

Other approaches are being explored with the province to empower IPHCOs to operate within the OHT landscape in their efforts to participate in the delivery of integrated, equitable, and culturally safe care

Please email ohat@iphcc.ca if you would like to request a copy of any resource.

Photo: Grandmother Renee, IDHC Signing

Ontario's Pre-Budget Submission: Advocating for the expansion of IPHCO's across Ontario

The IPHCC submitted an annual Ontario pre-budget to the provincial ministry of finance on behalf of members organizations to address three areas:

1. IPHCC requested funding of \$37 million over three years for building capacity and supports to develop a Provincial Indigenous Integrated Health Hub to coordinated Indigenous-led health system transformation efforts
2. The IPHCC is calling on all levels of government to ensure funding is allocated to properly accomodate the health of Indigenous communities by investing in the expansion of existing and new Indigenous governed primary healthcare organizations.
3. The IPHCC stands with the call from primary and community care colleagues to invest \$32.5 million over the next five years, adjusting for inflation, in Health Human Resources for IPHCOs to help build the foundation of a high-functioning health care system by
 - a. Stabilizing the current workforce and
 - b. Developing a strategy to be able to successfully recruit and retain primary and community care teams.

In addition to this work, the IPHCC worked collaboratively with nine other community health sector organizations to discuss the wage disparity experienced by our sector. Through a market survey analysis, it was determined that our sector employees are more than \$2 billion dollars behind similarly positioned employees in other sectors, especially in the acute care sector. The IPHCC continues to advocate and push to diminish this deficit and provide equal wages.

Transitions in Care

The Transitions in Care (TIC) project recognizes the imminent need to support individuals being released from correctional facilities with accessing timely, safe, culturally appropriate, wrap-around primary health care advanced to a new stage in 2023/24 and brought us to the point of readiness for case-carrying.

The IPHCC, along with the Alliance for Healthier Communities, SolGen, the MoH and OH worked collaboratively to design and develop an expanded scope of SolGen's Community Reintegration Strategy. This initiative also addressed the significant gap in transitional pathways for health care faced by Black, Indigenous, and people of colour upon their release from provincial correctional facilities. This collaboration was a key step to advance the implementation of the Transitions in Care program.

The program is currently in a 'demonstration' (or pilot) phase and will be facilitated by designated Community Health Navigators (CHNs) in each Ontario region.



The community health care organizations and correctional facilities participating include:

Region	Indigenous Primary Health Organization & Community Health Centre	Correctional Facility
Thunder Bay	Matawa Health Cooperative* Dilico Anishinabek Family Care* Anishnawbe Mushkiki*	Thunder Bay Jail Thunder Bay Correctional Centre
Kenora	Waasegiizhig Nanaandawe'iyewigamig (WNHAC)	Kenora Jail
Barrie	Mamaway Wiidokdaadwin (BANAC)	Central North Correctional Centre
London	Southwest Ontario Aboriginal Health Access Centre (SOAHAC)* London Intercommunity Health Centre*	Elgin-Middlesex Detention Centre
Durham	Durham Community Health Centre	Central East Correctional Centre
Guelph	Guelph Community Health Centre	Maplehurst Correctional Complex
Toronto	Black Creek Community Health Centre* Rexdale Community Health Centre*	Toronto South Detention Centre

* Member site acting in principle as one site with one local Community Health Navigator (CHN)

This year the TIC project developed several foundational elements including:

- Establishment of a project governance structure comprised of representative committees and working groups.
- Engagement with member sites and identified community health organizations to act as demonstration sites (pilot sites) for Phase 2 of the project.
- Defining the role of the Community Health Navigator (CHN).
- The Transitions in Care project client referral criteria was defined and a referral form was created and implemented.
- Identification of clear pathways and referral processes
- Seven locally tailored job aids to support the referral process.
- An education strategy to ensure that corrections and community sites have the knowledge and skills to provide culturally competent care to clients accessing the program.
- A program and client metrics and reporting structure was established.

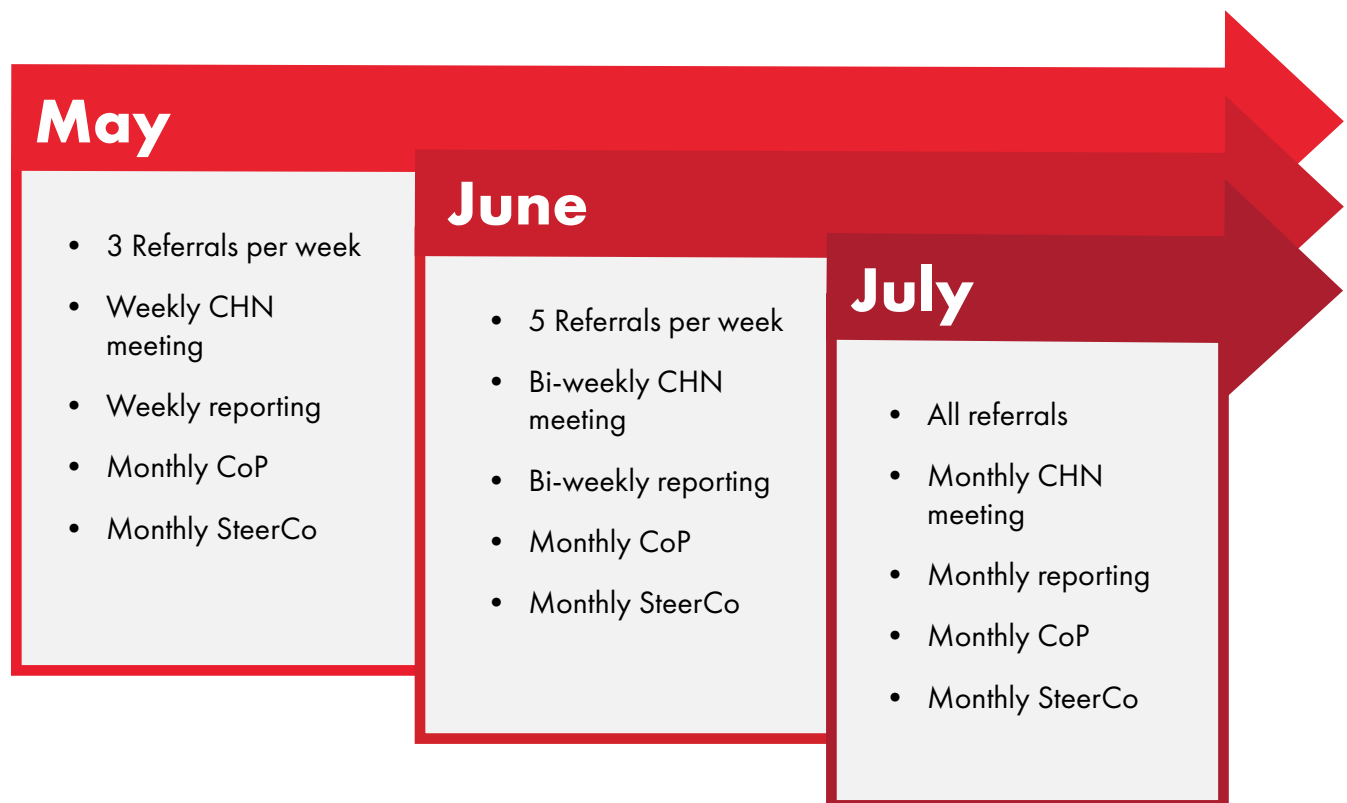
Multi-year Funding Agreement in the works for the future of HST Projects

A new multi-year funding agreement is in the works and looks to bring a future of consistency and longitude to the TIC project.

The foundational elements laid out in 2023–24 continue to be built on, and the focus for the next fiscal year will be on transitioning to Phase 2: Service delivery part of the project.

The main objective during phase 2 will be to commence a controlled Community Health Navigator case-carrying strategy, establishing essential supports, refining data management processes, and prioritizing continuous improvement through client and provider feedback.

To nurture the evolving environment, evaluations surveys will be implemented to collect feedback from participants who have gone through the program, including frontline providers. Firsthand input will be crucial for understanding the program’s effectiveness, identifying areas for improvement, and making necessary changes to optimize care.



May	June	July
<ul style="list-style-type: none">• 3 Referrals per week• Weekly CHN meeting• Weekly reporting• Monthly CoP• Monthly SteerCo	<ul style="list-style-type: none">• 5 Referrals per week• Bi-weekly CHN meeting• Bi-weekly reporting• Monthly CoP• Monthly SteerCo	<ul style="list-style-type: none">• All referrals• Monthly CHN meeting• Monthly reporting• Monthly CoP• Monthly SteerCo





Integrated Care & Clinical Services

Supporting the Advancement of Indigenous Primary Health Care Organizations

Integrated Clinical Council: Growth and Implementation Progress

The Integrated Clinical Council (ICC) continues to grow and flourish with an increased number of practitioners on the council this year. This expansion has enhanced collaborative efforts and diversified the expertise, enabling an enriched process to address the complex factors influencing Indigenous health. The ICC focus is on integrating a strength-based lens for Indigenous social determinants of health into practice. Indigenous perspectives are honored and prioritized to develop and implement strategies that have cultural knowledge and health equity embedded. Increasing access to culturally competent care models to foster improved health outcomes and trust within Indigenous communities is on the path this council is leading.

Clinical Leadership Community of Practice

Collaboration is underway to strengthen the clinical leadership community of practice, fostering a more resilient and responsive system. The ICCS team regularly engages with the clinical leadership community of practice, providing support to members as well as opportunities and resource sharing. Council meetings have facilitated the dissemination of pressing news and available supports, ensuring that site's clinical leaders are well-informed and equipped to respond to emerging challenges.

IPHCO Development Toolkit

Amidst an announcement regarding the expansion and creation of new interprofessional primary care teams in Ontario, IPHCC recognized the potential for this to stem into the establishment of new IPHCOs. As a result, an IPHCO development toolkit was created as a resource for Executive teams of new and existing IPHCOs that contains information relevant to the funding and structure of IPHCOs, key operational considerations and links to tools and resources to support their growth and evolution.

Given the practical nature of the recommendations it contains, this toolkit can also be utilized to the support the following:

- The orientation of new Executive Leaders and other executive team members within existing IPHCOs.
- Providing support for existing IPHCO Executive Leaders.
- Sharing information on the role of the Executive Leaders.



Wholistic Health & Integrated Care Gathering:

A Journey Towards Indigenous-Led Health Transformation

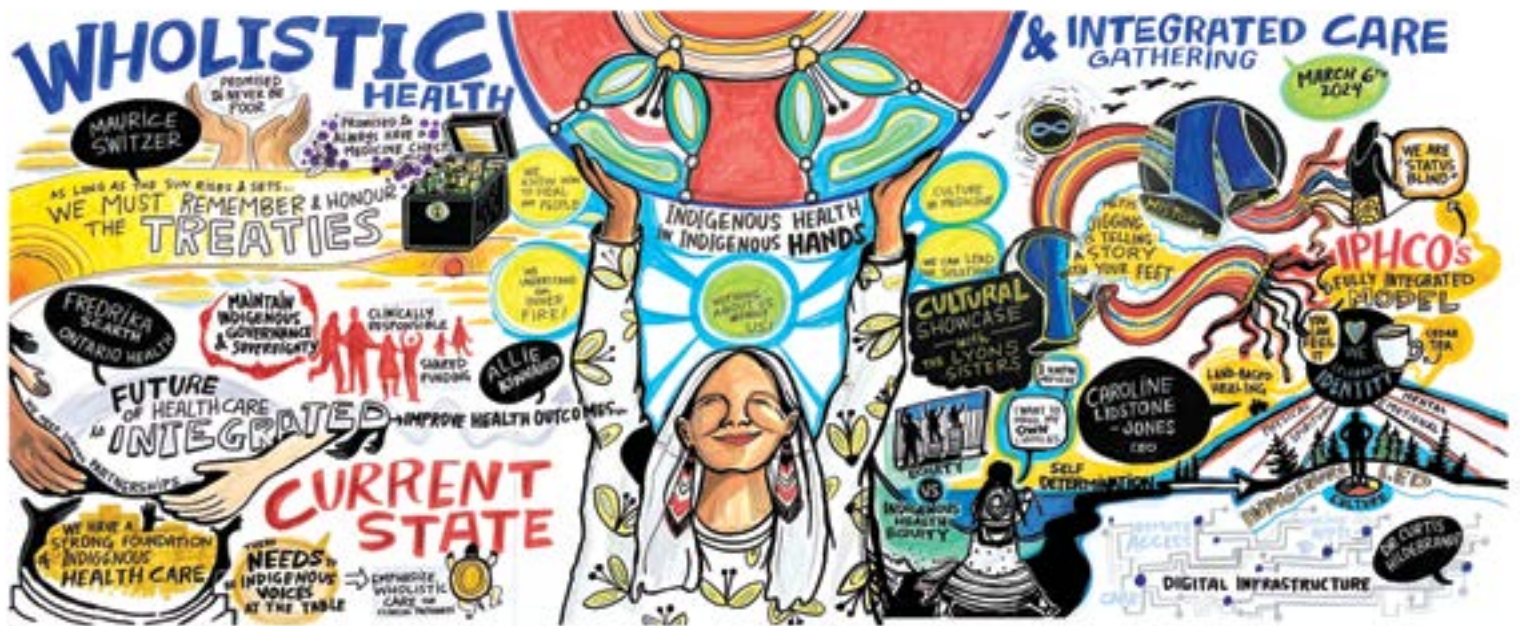
In the spirit of unity and shared vision, the IPHCC hosted the Wholistic Health and Integrated Care Gathering in February 2024. This gathering brought together a diverse group of stakeholders dedicated to Indigenous-led health transformation. It was a time to share stories, exchange wisdom, and deepen our collective commitment to wholistic health.

The third day of the gathering held special significance as it focused on public health, a crucial aspect of our communities' wellbeing. Executive Leads from IPHCOs and Chief Medical Officers/ Indigenous Leads from public health units came together to build and strengthen relationships. Representatives from the Office of the Chief Medical Officer of Health were also present, with Dr. Kieran Moore joining Caroline Lidstone-Jones in delivering welcoming remarks. This day was marked by the spirit of collaboration and mutual respect.

IPHCC showcased various resources in development to support engagement efforts and the implementation of the Relationship with Indigenous Communities Protocol. Member sites proudly highlighted their successful public health initiatives, sharing their knowledge and experiences. We extend sincere gratitude to the following IPHCOs for their contributions:

- Maamwesying North Shore Community Health Services Inc. shared their journey of fostering a strong relationship with Algoma Public Health during the COVID-19 pandemic.
- Southwest Ontario Aboriginal Health Access Centre (SOAHAC) highlighted the achievements of the SOAHAC Dental Clinic, a beacon of accessible and culturally safe dental care.
- Sioux Lookout First Nations Health Authority discussed their innovative approaches to community wellbeing, emphasizing the importance of local solutions.
- Mamaway Wiidokdaadwin presented their Indigenous Voluntary Self-Identification initiative, an essential step towards recognizing and respecting Indigenous identities in health services.





Resource Development: Tools for Empowerment and Collaboration

In collaboration with Emerald Health Consulting, IPHCC developed a suite of resources designed to enhance public health initiatives. Among these resources is an engagement guide for public health units, offering concrete strategies for effective community involvement and partnership building. To further support these partnerships, a relationship agreement guide and template were created, facilitating the establishment of clear, respectful, and mutually beneficial agreements between public health units and IPHCOs.

Recognizing the critical importance of ethical data use, IPHCC developed an Indigenous Data Governance Framework from a public health perspective. This framework provides guidance on respecting the rights, self-determination, and perspectives of Indigenous Peoples when collecting and reporting health information. It incorporates elements from the broader IPHCC Data Governance Framework, essential for those working in public health to reflect upon in their decision-making processes.

The Model of Wholistic Health and Wellbeing (MWHW), a culturally relevant framework, has been integrated into public health programming by the ICCS team in collaboration with Dr. Elisa Levi.

This model emphasizes a wholistic approach to health, encompassing physical, mental, emotional, and spiritual wellbeing. Dr. Levi also supported the development of guidelines on engaging with Indigenous-led advisory structures in public health, ensuring that Indigenous voices and perspectives are central to public health planning and decision-making processes.



Moving Forward Together

This year's Wholistic Health and Integrated Care Gathering was more than an event; it was a reaffirmation of our collective journey towards Indigenous-led health transformation. By sharing knowledge, building partnerships, and developing resources, we continue to strengthen the foundations of culturally safe and effective public health services. These efforts ensure that the health and wellbeing of Indigenous communities remain at the forefront of our work.



Traditional Healing & Wellness Advisory Circle

The Traditional Healing & Wellness Advisory Circle (THAC) has been a cornerstone of our strategic initiatives. Over the past fiscal year, THAC held virtual monthly meetings and gathered in person each quarter to honour the solstice and offer invaluable guidance on Traditional Healing and Wellness (THW) strategic priorities for IPHCC. We extend our heartfelt gratitude to Mino M'shki-ki and SOAHAC for co-hosting the gatherings in Kirkland Lake (June) and Chippewas of the Thames (September), as well as the additional gatherings held in Toronto in December and March.

Misiway Innuweuk

The wellness workforce strategy, Misiway Innuweuk - Living the Good Life for Everyone, was completed and approved by THAC. This strategy emphasizes Credentialing, Mentorship, Cross-Sectoral Collaboration, and Equitable Appreciation. It aims to enhance the skills and collaboration within our wellness workforce, ensuring a holistic approach to health and wellbeing that honors our traditional practices.

Eptumutuk

Two Eyed Seeing E-Learning Course

This year, four modules were developed under the Eptumutuk - Two Eyed Seeing course, a collaboration between the IPHCC THW team and content experts within the IPHCC membership. This course aims to provide practitioners working within mainstream health systems an understanding and appreciation of the importance of collaborating with Traditional Wellness Practitioners in delivering holistic primary care for FNIM clients and communities.





Apprenticeship Program

Over the past fiscal year, we partnered with Neda Debassige Toeg, Owner and Manager of Sweet Grass Pharmacy & Compounding (SGRx), to develop a Traditional Medicine Compounding Technician program. Seven trainees successfully completed the PCCA course and lab training with SGRx and are now providing compounding services to M'Chigeeng First Nation.

We also collaborated with Joe Pitawanakwat to create a Traditional Medicine Harvester Program. Through this initiative, ten plant species were harvested and shared with 11 member sites. Joe provided mentorship on medicine harvesting to the Mino M'shki-ki Indigenous Health Team, North Bay Indigenous Hub, Noojmowin Teg Health Centre, and Southwest Ontario Aboriginal Health Access Centre.

Our stories of partnership, innovation, and dedication to traditional healing and wellness underscore our commitment to indigenizing health care. By honoring and integrating our traditional practices, we are fostering a holistic and culturally safe environment that empowers our communities.

Team Primary Care

Our relationship with Team Primary Care (TPC) concluded on March 31, 2024, with the end of the project. Due to a lack of renewed funding from the Federal Government, TPC is no longer able to provide continued support to IPHCC. Despite this, our collaboration during 2023-24 was enriching. IPHCC attended four in-person TPC-led meetings, facilitated six in-person workshops for TPC partners, and held four virtual sessions on topics such as Traditional Healing's complement to primary health care, Indigenous

Cultural Safety, and the MWHW.

Nurturing Culturally Safe Mental Health Services

In the 2023-24 fiscal year, the Mental Health and Wellness (MHW) team remained steadfast in its dedication to enhancing culturally safe mental health services. The focus extended beyond maintaining staff wellness and preventing burnout to integrating traditional healing practices and continuing culturally safe mental health and wellness programs. In doing so, the IPHCC MHW team fostered a wholistic approach to mental health and wellness, rooted in Indigenous traditions and values.

Success is deeply connected to building strong relationships with front-line staff. Initially, there were challenges in connecting and engaging with member site staff due to capacity and outreach barriers. By actively listening to staff needs and preferences through surveys, these relationships improved. Team members at each site were identified to share communications about events and training, resulting in broader outreach and more participants than anticipated.

To support community wellness, various public events were also offered, including lunch-and-learn sessions, cooking videos, yoga videos, nutritional videos, and meditation/grounding videos. These initiatives were designed to uplift and empower communities through accessible wellness activities.

PHAC Project: Promoting Indigenous Mental Wellness and Health Equity in the Wake of COVID-19

As the funding cycle for this vital initiative concluded, deep gratitude is extended to the Public Health Agency of Canada (PHAC). Their support was instrumental in driving a range of culturally rooted activities aimed at enhancing staff wellness and reducing burnout among frontline staff. As this funding period ends, new avenues are being proactively sought to sustain and expand these essential wellness initiatives, reaffirming the commitment to promoting mental wellness through Indigenous cultural practices.



Key activities of the project include:

- **Virtual Workshops and Wellness Sessions:** Conducted 13 virtual workshops with 277 participants and distributed 451 workshop kits. Additionally, 8 wellness lunch-and-learns were hosted, attracting 393 participants.
- **Development of Indigenous Cultural Safety Training:** Advanced the development of Mental Health and Wellness Indigenous Cultural Safety Training, with a pilot review and launch planned for the upcoming year.
- **Toolkits for Supporting Staff Wellness:** Developed and disseminated toolkits aimed at preventing burnout, now available on the IPHCC members' portal.
- **Integrated Care Pathways:** Enhanced accessibility to mental health services through the successful implementation of care pathways and mobile health units, with details now public on the IPHCC resource page.
- **Performance Indicators:** Developed and currently evaluating Indigenous-specific, strength-based mental health performance indicators to integrate into health system metrics.

Ontario Structured Psychotherapy

The Ontario Structured Psychotherapy (OSP) Program continues to be a priority area for Ontario Health, aiming to provide access to all Ontarians experiencing depression and/or anxiety. To support culturally safe delivery to FNIM, IPHCC continues to collaborate with the Centre of Excellence on delivering culturally appropriate resources and training to Network Lead Organizations (NLOs).

Key activities of the collaboration include:

- Indigenous Cultural Safety Training: Enabled access to 200 Indigenous Cultural Safety Foundation seats for NLO personnel, enhancing their capability to deliver culturally informed care.
- Outreach and Engagement Workshops: Successfully engaged over 260 NLO participants in workshops focusing on safe, effective, and culturally relevant psychotherapy practices.
- Completion of Specialized ICS Training: Achieved completion of the psychotherapy-specific Indigenous Cultural Safety training program, equipping NLOs to deliver services that honor Indigenous perspectives and healing practices.

MHW Program Future and Priorities

Enhancing system coordination is a primary goal, with efforts focused on developing comprehensive recommendations and activities to improve coordination across the mental health system. This includes emphasizing client pathways and analyzing service delivery trends. In terms of curriculum development and implementation, user testing for MHW Indigenous Cultural Safety Training will be completed, and the curriculum will be deployed under the Anishinaabe Mino'Ayaawin – People in Good Health program to the learning portal.

The emphasis will be on maximizing engagement and knowledge exchange among healthcare providers and stakeholders, ensuring widespread adoption and application of best practices.

Strategic knowledge exchange initiatives will involve launching user guides and other educational materials to support the practical application of mental health performance indicators. These resources are designed to enhance understanding and foster an environment of continuous learning and improvement within the mental health sector. Collectively, these initiatives build on past successes and address ongoing challenges, ensuring that culturally informed, safe, and effective mental health care continues to be provided to Indigenous communities throughout Ontario.



Additional Insights and Achievements

Strengths-Based Indigenous Mental Health Indicators

The Strengths-Based Indigenous Mental Health Indicators document outlines strategies to support Indigenous participation in Ontario's COVID-19 response, emphasizing the need to move away from Western deficit-based views of Indigenous health. It highlights how systemic racism and poor health system performance have led to adverse health experiences and outcomes for Indigenous Peoples.

The delivery of healthcare to Indigenous populations is complex and varies among different groups, with current health data being insufficient for effective planning and support. The document proposes developing a strength-based indicator framework that is actionable at multiple levels (individual, organizational, regional, and provincial/federal). This framework aims to improve healthcare by integrating meaningful mental health and wellness indicators and coupling measurement with specific actions and change management processes to achieve and sustain improvements.

Mobile Mental Health Unit Toolkit

The rising popularity of mobile delivery methods has led many organizations to consider mobile programs for mental health and addictions (MHA) services. To assist in decision-making, the IPHCC hired Birchwood Consulting to engage with existing mobile MHA clinics in Ontario. This report presents key findings from nine interviews with representatives of these clinics, conducted between August and December 2023. It offers recommendations and tools to guide planning and support the early implementation of mobile MHA solutions.

Burnout Prevention from Leadership Level

This toolkit is for organizational leaders aiming to improve their teams' mental health and wellbeing. It provides strategies, insights, and practical tools, highlighting the importance of leadership in fostering a workplace culture that values wellness, promotes open mental health discussions, and implements practices to prevent burnout and enhance resilience. Though inspired by experiences in Indigenous healthcare organizations, its principles are applicable to all leaders seeking to create supportive and thriving environments.

MHW ICS Training

COVID-19 has underscored healthcare inequities and social determinants of health for marginalized populations, including Indigenous peoples, while also showcasing the strengths of these communities in supporting each other. Indigenous communities and organizations quickly mobilized against COVID-19, innovatively maintaining services. Mainstream healthcare providers must foster Indigenous participation to navigate these challenging times effectively.

The course "Supporting Indigenous Participation in Ontario's COVID-19 Response" aimed to:

- Describe strategies for fostering Indigenous participation in Ontario's COVID-19 response.
- Identify key Indigenous organizations to involve in the COVID-19 response and recovery process.
- Establish trusting and transparent relationships with Indigenous people and communities.

By grounding efforts in Indigenous knowledge and practices, the MHW team continues to nurture the mental, emotional, and spiritual wellbeing of communities, ensuring that services honor and reflect a rich cultural heritage.

Data & Digital Equity





Our Health, Our Journey & Our Stories

IPHCC's Health Data Conference

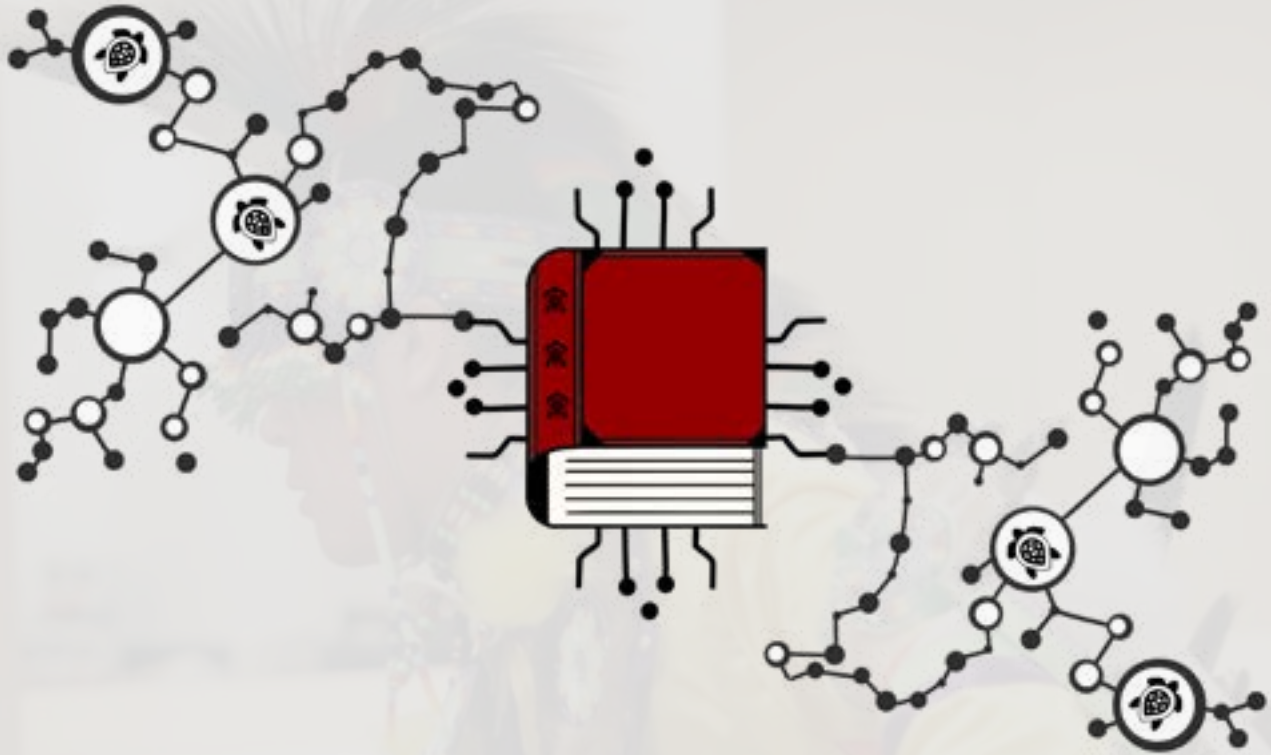
The IPHCC Health Data Conference, held on November 20th and 21st, 2023, at the Courtyard Marriott Downtown Toronto, successfully brought together a diverse group of participants, including Indigenous communities, organizations, researchers, and health professionals. Under the theme "Our Health, Our Journey, and Our Stories," the conference facilitated important health equity discussions through informational and breakout sessions. These sessions explored data-focused strategies, initiatives, tools, and resources created for the sector. A combination of in-person and simultaneous Zoom streaming sessions created an inclusive, collaborative environment conducive to sharing updates, discussions, and insights related to Indigenous data governance, data sovereignty, and integrated health initiatives.

Attendees:

- Day 1: 48 attendees, with 91% of IPHCC member organizations represented.
- Day 2: 80 attendees, including micro, meso, and macro stakeholders from the Ministry, Ontario Health, allied partners, and sectoral partners.







Data Governance & Building a Framework for Indigenous Health

The Data Governance Project was initiated to address a significant gap in the Indigenous health sector: the need for a tailored data governance framework. Recognizing the importance of data sovereignty and effective data management, the project aimed to create a framework that aligns with the unique needs and values of Indigenous communities. To ensure its relevance and effectiveness, the project involved a series of collaborative workshops designed to gather feedback and socialize the framework and its related implementation tools.

Workshop Series on Data Governance

- On June 26th, the first workshop, *Shaping the Future of Indigenous Data Governance*, engaged meso and micro-level stakeholders in developing key performance indicators (KPIs) for the IPHCC Data Governance Framework.
- On September 19th, 2023, the second workshop, *Unpacking the Pillars of the IPHCC Data Governance Framework*, presented the vision, principles, structure, and proposed KPIs of the framework to stakeholders.

Electronic Medical Records (EMR) Training

The EMR course was developed to streamline the onboarding process for new and current Practice Solutions Suite (PSS) users across the sector. It provides training on how to navigate the EMR system to capture, organize, and display client data in a user-friendly way. IPHCC EMR Training was launched on September 27, 2023.



Empowering Data Excellence: BIRT Training Initiatives

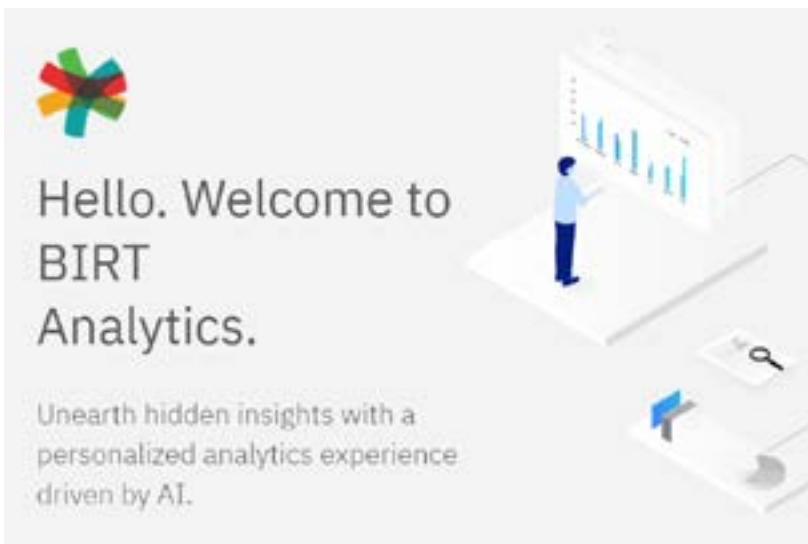
In a commitment to fostering data literacy and enhancing analytical capabilities, the Data Department actively provided additional training opportunities for the Business Intelligence Reporting Tool (BIRT). Christine Randle from Alliance led these initiatives by delivering BIRT demonstrations tailored to different key groups within the sector, ensuring the training was relevant and impactful for all participants.

Moving Forward:

Indigenous Data Governance Community of Practice

We are excited to launch a Community of Practice for Indigenous Data Governance to foster ongoing collaboration and knowledge sharing.

To join this community, scan the QR code below to register:



i4C Outcome Dashboard

OMD Insights4Care Outcome Dashboard

This tool offers clinicians and management the ability to easily view and interpret client data in real-time for better population health management and to drill down to patient-level data to act on it at the point of care. It is a free tool with unique features for clinicians and management. The IPHCC Data Team worked with OntarioMD, and two of our members have implemented the i4C Outcome Dashboard while onboarding another site.

Contact Al Syed at asyed@iphcc.ca if your organization is interested in implementing i4C.

IPHCC Data and Digital Equity Member Site Services

The Data and Digital Equity team continued to support member organizations with various data analytics needs. Last year, we supported over three members with data management and quality improvement issues. Our support includes, but is not limited to, EMR, LogiReport, BIRT, QIP, and quarterly and annual MOH reporting.



Practice Profiles and SAMI Score

Produced annually by IPHCC and the Institute for Clinical Evaluative Sciences (ICES), the Practice Profile report combines Aboriginal Health Access Centre (AHAC) Electronic Medical Record (EMR) data with provincial billing and administrative data to provide information on the clients served by Ontario's AHACs.

Practice Profile contains aggregate data on the following indicators.

- Complexity (SAMI)
- Other health care utilization, including use of acute care services
- Sociodemographic characteristics
- Cancer screening
- Opioids dispensed

The 2021 AHAC Practice Profile was created for the seven participating members and released on November 30, 2022, based on data up to March 31, 2021.

We encourage all of our Members to consider contributing to this study as we seek better numbers to paint a clearer picture of our sector.

SAMI Score

The Standardized ACG Morbidity Index (SAMI) measures the complexity of the client population served by your AHAC. A SAMI score above 1.0 indicates a higher expected resource need for primary care, while a score below 1.0 suggests a lower expected resource need. For example, a SAMI score of 1.50 signifies that the clients of the AHAC have an expected need for primary care that is 50% greater than the average Ontario population. At the end of March 2021, the Ontario AHAC SAMI Score was 1.53, demonstrating higher client complexity and a greater need for resources.

Enhancing Indigenous Health Data Representation Through Self-Identification

To improve the representation of Indigenous health data and ensure that Indigenous clients receive tailored services, two comprehensive modules and an associated toolkit have been developed for implementing a Self-ID process across Ontario health care organizations. This initiative addresses the issue of Indigenous health data often being categorized as “other,” hindering accurate representation and service delivery.

Frontline Collectors Module

Designed for frontline staff, this module provides strategies and best practices for implementing the self-identification process. It emphasizes the importance of respectful and culturally sensitive data collection.

Organization-Level Staff Module

Tailored for organizational leaders and data managers, this module covers strategies for integrating the self-identification process within existing data systems. It also addresses data sovereignty considerations, ensuring that data is collected, stored, and utilized in a safe and respectful manner.

Technical Specifications

On April 1, 2022, a new consolidated, Indigenous-specific funding agreement between the Members and the Ministry was signed, consolidating up to 12 previously individual reports.

Key Milestone Timeline

December 2023

Finalized tech specs for 47 indicators shared with pilot sites

Program outcome survey created and shared with pilot sites for seven indicators

January 2024

LogiReports for all 47 indicators shared

User guide created and shared with pilot sites

Shkaabewis Robotics Project

The Shkaabewis robotics project aimed to improve healthcare delivery for Indigenous communities by incorporating advanced robotics technology. The pilot demonstrated enhanced access to care for Indigenous Primary Health Care Organizations (IPHCOs) with high patient-to-provider ratios and limited healthcare services. The project improved patient engagement and service delivery through robotic assistance, reducing wait times and increasing interaction with healthcare providers. These findings highlighted the potential for wider implementation of robotic technology in various healthcare settings, particularly in underserved and remote communities. The pilot phase concluded successfully and funding has been secured for ten more robots. Funding letters have been distributed to IPHCC member sites, next steps include creating a physician and primary care support pool to support implementation at new sites.



Communications

The IPHCC Communications Department is dedicated to promoting the organization’s news, events, programs, and services through creative communication solutions. Our mission is to support other departments by enhancing our social media presence and effectively communicating with our audience and stakeholders. This includes creating graphics, social media posts, videos, internal documents, event photography, and Zoom support, all while maintaining our brand image.



Key Achievements

Event Coordination

The communication team supported the event coordination for the AHAC 25th Anniversary in collaboration with Pipikwan Media, by posting to social media and designing web pages to help promote the event.

Notable Increases in Engagement and Reach

Our Facebook followers saw a substantial increase, marking a significant boost compared to other social media platforms. IPHCC Social was mentioned 924 times, a 419% increase from the previous period, indicating heightened brand awareness and engagement.

New Tools and Technologies

We implemented Unlayers web software for creating visually appealing email newsletters and as well as purchased a new subscription to Typeform for better survey aesthetics and logic.

Metrics and Analytics

Social Media Growth

We achieved notable growth across our social media platforms, with 1,088 email subscribers, 734 Instagram followers, 883 X (formerly Twitter) followers, and 746 Facebook fans, demonstrating our expanding digital presence.

Our YouTube advertisements, released on October 31st, generated over 580,000 views, with over 40% of viewers watching the full video. This campaign significantly boosted our online visibility and engagement.



We saw significant growth in website users this year. Website traffic was 22,000 users, Top performing pages include:

12,762
IPHCC Homepage

6,284
Cultural Safety Training

Content Creation and Distribution

Content Produced

Throughout the year, we supported the development of a large variety of content, including videos, and graphic designs for various IPHCC projects. This content was distributed across YouTube, Instagram, X, LinkedIn, Facebook, email newsletters, IPHCC’s Learning Portal and Members portal.

5,983
Zoom Post Attendee

5,056
Resources

Media Relations

We maintained strong media outreach, issuing press releases and achieving significant media coverage. Our team successfully handled media inquiries, further enhancing our public relations efforts.



Internal Communications

Improvements and Tools

The development of a Communications Request Form improved internal collaboration, streamlining the process of receiving and managing support for other departments. The Communication Request Form helped streamline our workflow, receiving 82 responses since its publication until March 2024.

● Admin	13	● Internal	28
● ICCS	11	● Members	35
● HST	12	● Public	25
● DDE	13	● All	42
● MHW	33	● Other	14
● THW	5		
● ICS	27		
● HR	7		
● Othe	6		

Stakeholder Engagement

Members Portal

The launch of the Members Portal enhanced engagement and communication with our members. This centralized platform provided access to resources, streamlined administrative tasks, and fostered a sense of community.



Future Plans and Goals

Strategic Priorities and Future Plans

In the upcoming year, we plan to increase our brand reach on social media, focusing on notable days for social media engagement ensuring our content reaches the widest possible audience. Our goal is to make our brand's reach the centerpiece of our communication strategy moving forward.

Year's Highlights

This year, we successfully integrated advanced technologies, streamlined processes, produced engaging video content, and provided robust support to various departments. Our social media strategy expanded our reach across multiple platforms, and our graphic designs maintained a cohesive and professional brand image. These achievements have positioned us for continued success and innovation.





Traditional Healing Advisory Circle Gathering



IPHCC 4th Anniversary



Anishnawbe Health Toronto, New Zealand Study Tour



2023 Employee Recognition Ceremony



2023 AGM



Photo Gallery



Financial Summary



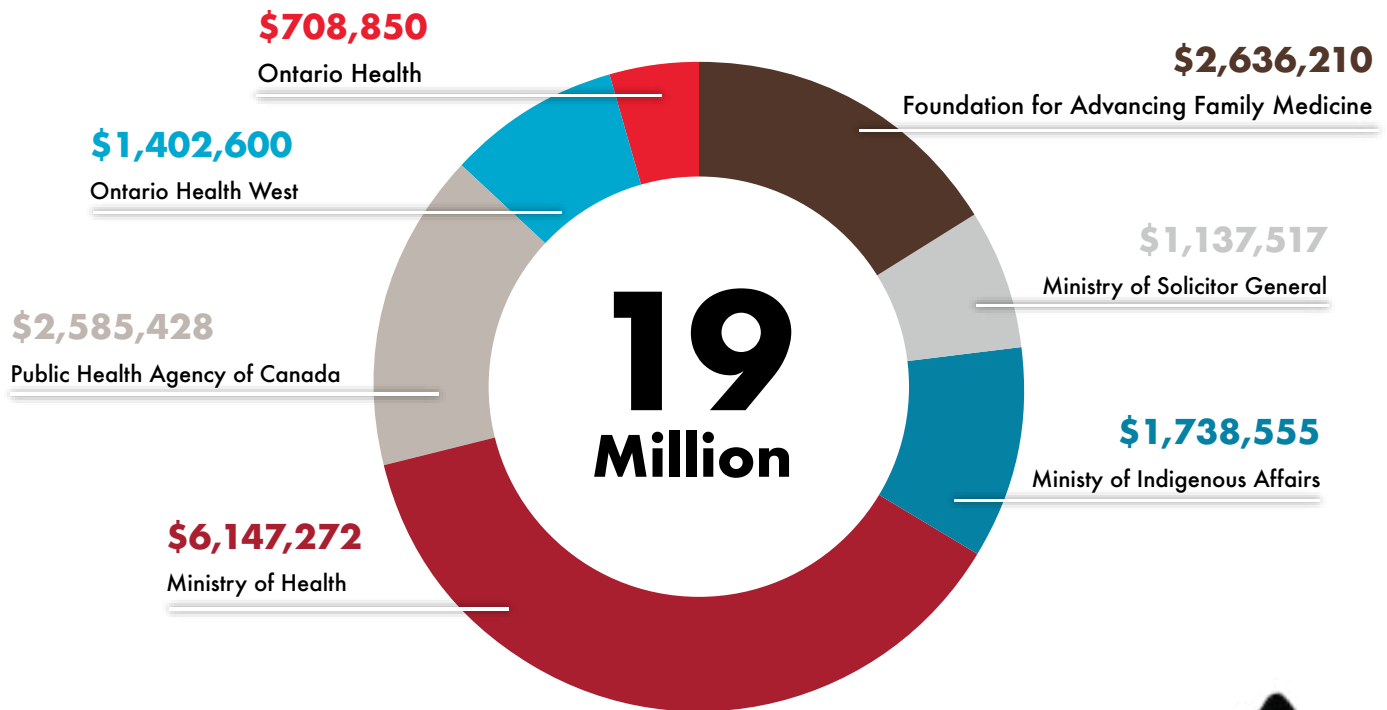
The Indigenous Primary Health Care Council has successfully completed its fourth full year in operation with total revenues of **\$19.4 million**.

Of the total revenue, **\$2.3 million** contributes to our core operations: advocacy, policy, communications, and resource and policy support for our members. This revenue was earned from administration fees, funding for special projects, the AHAC Quality Decision Support Specialist initiative to support the ongoing development of the BIRT system, and back office supports for member sites.

Revenue of \$19 million contributed to our Government Funded Projects which include:

- Indigenous Cultural Safety
- Ontario Structured Psychotherapy
- Ontario Health Teams
- Data and Digital Equity
- Mental Health Systems Coordination
- Traditional Healing and Wellness
- Land-based Programming
- Emergency Mental Health and Addictions Support
- Indigenous Residential Schools Support
- Indigenous Community Support
- Safe Transition in Care
- Anti-Racism and Anti-Hate
- Systems Coordination
- Bami'aagan - Supporting Indigenous Peoples on Their Vaccine Decision-Making Journeys
- Supporting the Health of Those Most Affected by COVID

Government Funding



As of March 31, 2024, the IPHCC's fund balances totalled \$4,519,395.

- General Fund: \$3,047,869
- Restricted Fund: \$1,471,526



Member Code of Conduct



The Indigenous Primary Health Care Council Member Code of Conduct serves as an important resource to ensure our daily interactions with one another are conducted in alignment with Traditional Indigenous Teachings that are respectful of First Nations, Inuit, and Métis cultures, as well as the IPHCC's Vision, Mission, Values, and Beliefs.

Membership

Your membership in the Indigenous Primary Health Care Council means that you are part of a dynamic network of Indigenous primary health care organizations across Ontario. Working together, we will create an inclusive, safe, and Indigenous-led health system for First Nation, Inuit, and Métis Peoples.

As a member of the Indigenous Primary Health Care Council, you can expect the following rights:

- To be treated with respect by IPHCC Board, staff, and Council members at all times.
- To have your diversity respected and acknowledged by the IPHCC in our advocacy as we attempt to reflect most of our members needs.
- To understand the IPHCC organizational structure and be made aware of any relevant operational changes at the IPHCC that may have an impact on members.
- To expect safe, equitable, and timely responses from the IPHCC with privacy and confidentiality, where applicable.
- To attend, participate, submit resolutions and vote at the Annual General Meetings, and participate in semi-annual Council meetings to share perspectives and feedback.
- To provide guidance, participate in, and benefit from services and projects carried out by the IPHCC.
- To have any concerns shared with the IPHCC be heard and addressed in accordance with the Concerns Policy.
- To withdraw participation from the IPHCC as per By-Law item 7.0.
- To receive resources compliant with the Accessibility for Ontarians with Disabilities Act (AODA) and to receive AODA accommodations, if requested, when participating in IPHCC initiatives.

IPHCC takes an Indigenous-led and community-centred wholistic approach to improve the mental, emotional, physical, and spiritual health and wellbeing of Indigenous Peoples. Traditional knowledge, Traditional Healing practices, and self-determination underpin Indigenous Primary Health Care and are central to restoring balance at the individual, familial, community, and nation levels.



As a member of the Indigenous Primary Health Care Council, you can expect the following responsibilities:

- To support the fulfillment of IPHCC's Vision and Mission to advance Indigenous primary health care service provisions and planning in Ontario.
- To act in accordance with Traditional Indigenous Teachings which are respectful of First Nations, Inuit, and Métis cultures in your daily operations and in all interactions with IPHCC and other members.
- To demonstrate an ongoing commitment to promoting the Model of Wholistic Health and Wellbeing, and approach solutions using Two-Eyed Seeing within your organization.
- To participate fully, speak freely and respectfully, and share your opinions and seek clarification as necessary.
- To nurture relationships with the IPHCC and other members.
- To behave in a culturally appropriate, equitable, and inclusive manner consistent with the expectations as outlined in this Code of Conduct and IPHCC policies.
- To publicly support the IPHCC and the collective objectives of members, and to raise any concerns respectfully and directly to IPHCC leadership in a safe, private space.
- To respect the diversity of all members' voices and where differences arise, come to a consensus in a safe, respectful manner.
- To participate in moving forward the collective objectives of members and provide feedback and input, when possible, to help ensure strategies are informed.
- To be familiar with and act accordingly to the information contained in this Code of Conduct, as well as applicable IPHCC policies.

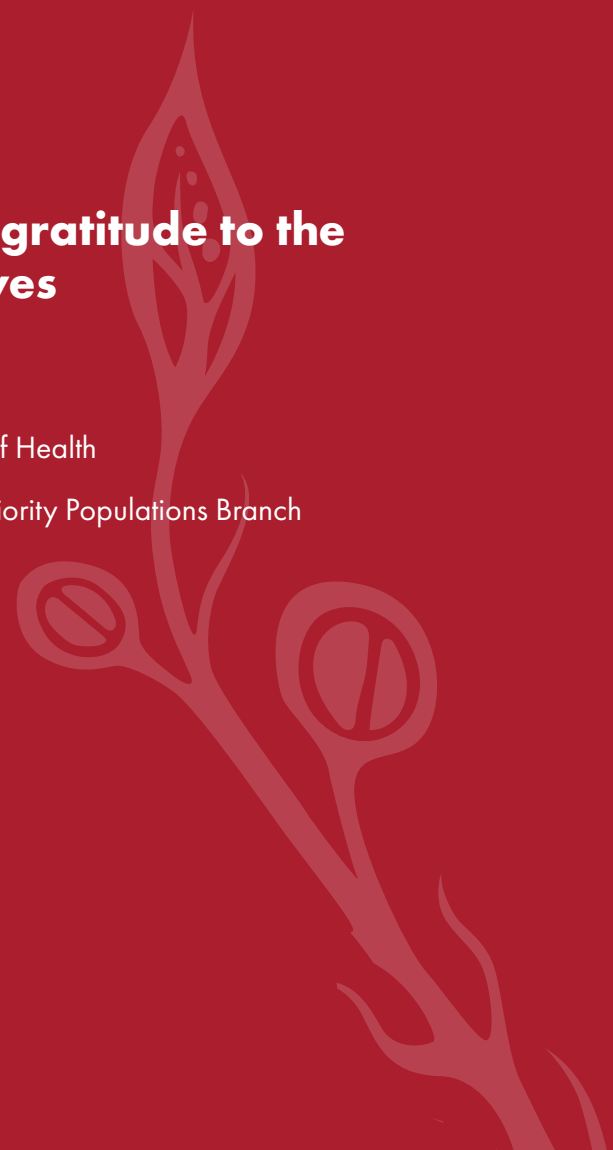
Chi Miigwetch!

Thank you to those who provided support and contributions to further IPHCC accomplishment

- Indigenous Primary Health Care Organizations
- Knowledge Keepers Circle
- Traditional Healing and Wellness Advisory Circle
- Integrated Clinical Council
- Planning and Evaluation Committee
- Data Management Coordination Committee
- Mental Health and Wellness Advisory Circle
- Clinical Leadership Community of Practice

We would also like to extend our gratitude to the Funders supporting IPHCC initiatives

- Ministry of Health - Primary Care Branch
- Ministry of Health - Office of the Chief Medical Officer of Health
- Ministry of Health - Indigenous, French Language and Priority Populations Branch
- Ministry of Indigenous Affairs Ontario
- Ministry of the Solicitor General
- Ontario Health
- Foundations for Advancing Family Medicine
- Public Health Agency of Canada



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