

FRIENDS & ADVOCATES PEEL

Date: 30/03/2017

Health Equity Plan 2017 -2020

GOAL # 1: Implement OPOC Tool across all region services areas of Organization with purpose of gathering Inequality Service data						TIMELINE	STATUS	Comments - Please provide commentary and detail if the action item/ initiative is not on track or is at risk of being delayed/ cancelled
Action # * insert rows as needed for the number of action items	Action Item/ Initiative Description This section will articulate "how you will achieve your goal". Please provide details of action items/ initiatives for the specific goal/ objective listed above. Action plans are to include activities over the next 3 years with concentration on those actions/ initiatives that will be largely implemented within the upcoming year.	Measures How will you measure success? These may be operational or outcome metrics i.e. # of programs evaluated by the HEIA tool or # staff trained is an operational metric; increase in # or % of clients reporting to have received culturally competent care is an outcome metric						
1.1	Implement OPOC in 4 regional service areas. Service areas include: <ul style="list-style-type: none"> • Brampton • Mississauga • Dufferin • North Etobicoke OPOC implementation strategy: <ul style="list-style-type: none"> • Regional Information OPOC sessions with Membership at General Members Meetings • Regional Activity / OPOC activities starting in May 2017 • OPOC booth at each one of F&A's Large Events (Annual General Members Meeting, F&A Anniversary Party, F&A Christmas Party, F&A Organizational Rally) • F&A monthly News-A-Peel to include monthly OPOC Invitation/Call-to-Action so that all members have equal opportunity to participate in completing an OPOC 	Organization's QIP aim is to have 150 completed OPOC's by March 31st 2018.	2017-18	Q4	ONGOING			
1.2	Use data from previous year to isolate health inequities and implement targeted PDSA cycles of change in regional areas based of needs/barriers as per OPOC responses.	Using Data from previous year, organization will implement HEIA & PDSA cycles for specific shifts in service delivery based on Health Inequity responses as per regional OPOC tool implementation.	2018-19	Q2	ONGOING			
1.3	Implement OPOC in 4 regional services areas to re-evaluate the progress made in relation closing the inequities within the organization based on 2017-2018 OPOC responses.	Organization's to re-implement OPOC within 4 services areas to re-evaluate progress of lowing inequities within service areas.	2019-20	Q3	ONGOING			

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GOAL # 2: Develop and Implement Newcomer polices & procedures within Organization						
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2.1	Organization will review existing Newcomer policies and procedures within the Mental Health and Addiction sector and will adapt new policies and procedures for rapid intake of Newcomers into organization.	Organization will work with Bylaw & Policy Committee and Board of Directors to have Newcomers Policies in place by end of 2017-2018 fiscal year.	2017-18	Q4	ONGOING	
2.2	Organization will seek to establish strong linkage agreements with Newcomer services in the Central West LHIN in an aim to strength transition points between gaps in services as it relates to a lack of system navigation understanding within the Newcomer demographic.	Organization will establish a minimum of 3 linkage agreements with Newcomer Services within the Central West LHIN.	2018-19	Q4	ONGOING	
2.3	Organization will create system that tracks referred Newcomers needs as it relates to barriers confronting this demographic within the Central West LHIN. Examples of potential tracking mechanism to be consider include, <ul style="list-style-type: none"> • Resource Referrals • OCAN Support Plans • Newcomer Barrier/Needs Survey • OPOC Data 	Organization will have a system in place to track Newcomer needs and barriers to services which provides immediate access to up to date data on this specific demographic within the Central West LHIN. This information will be unidentifiable and will encompass only individuals receiving services from Friends & Advocates Peel.	2019-20	Q3	ONGOING	

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GOAL # 3: Establish collaborative working relationships with Aboriginal Service providers within the Central West LHIN			TIMELINE		STATUS	Comments - Please provide commentary and detail if the action item/ initiative is not on track or is at risk of being delayed/ cancelled
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3.1	Engage Aboriginal population with a primary focus on establish trusting collaborative working relationships through new linkage agreement with Dufferin County Cultural Resource Circle in the Dufferin Area.	Organization will offer training to service and support staff so that staff team is sensitive to cultural needs in relation to establishing a trusting collaborative relationship with Aboriginal health service providers. Example of trainings include: • The Aboriginal Awareness Certification - Aboriginal Awareness Canada • Working Effectively with Indigenous Peoples - Indigenous Corporate Training INC	2017-18	Q4	ONGOING	
3.2	Work in collaboration with Dufferin Cultural Resource Circle to co-design programing that meets the needs of the Aboriginal community within the Central West LHIN.	Use HEIA tool to assess any potential unintended health impacts that result from co-design programs, policies or initiatives as it relates to the services provided to the Aboriginal population serviced by both agencies.	2018-19	Q3	ONGOING	
3.3	Build further relationships with other Aboriginal health services providers within the Central West LHIN using the framework established via our Linkage agreement with Dufferin Cultural Resource Circle.	Increase linkage agreements to a total of 3 with Aboriginal health services providers within the Central West LHIN.	2019-20	Q4	ONGOING	

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GOAL # 4: Focus attention and resources towards Youth Engagement and becoming a lead of providing bridge services to the Youth demographic											
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4.1	Isolate proportion of membership that falls within the age demographic of 16-24 and begin to target youth oriented activities towards this demographic in each service region and youth hubs with the Central West LHIN.	Organization will have an active list of youths within the organization that fir the demographic profile and can measure the success of youth oriented activity based off of activity attendance.	2017-18	Q2	ONGOING						
4.2	Establish and build linkage agreements with Youth oriented organizations within the Central West and Mississauga / Halton LHIN.	Establish 5 working linkage agreements with Youth oriented organizations within the Central West and Mississauga / Halton LHIN.	2017-18	Q4	ONGOING						
4.3	Assess, evaluate and change programing to meet the needs of our Youth membership based on OPOC data that was collected in 2017-2018 fiscal.	Implement PDSA cycles to evaluate changes to programing and meeting the needs of our Youth membership.	2018-19	Q3	ONGOING						
4.5	Organization will create a database and have detailed information on youth needs and referral sources for future planning both at the organizational level and with organizations involved in Youth linkage agreements with Friends & Advocates Peel.	Database of information specific to the Youth Demographic ages 16-24 within organization.	2019-20	Q3	ONGOING						

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GOAL # 5: Build Organization's culture and capacity to understand and implement Organization's Health Equity plan						
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5.1	Build on organizations understanding of Health Equity and implementing the HEIA tool in programs, policies and initiatives.	Provide staff team with web link access to MOHLTC Health Equity Impact Assessment (HEIA) Tool online and 2 hour training module on how to use tool. Provide staff with access to Health Quality Ontario's Health Equity Plan so that staff is aware of the role and purpose of Health Equity from a systems perspective.	2017-18	Q2	ONGOING	
5.2	Educate membership on what Health Equity is and how it relates to each individual within the organization.	Create training module for membership and implement it during Quarterly Quality Improvement Committee meeting through the year	2018-20	Q4	ONGOING	
5.3	Review Health Equity Plan and make adjustments to plan based on findings collected over the last 2 years. Methods of data collection that can be used in evaluation include, <ul style="list-style-type: none"> • OPOC data • Linkage Agreements and resulting positive/negative outcomes • Service/Referral Database (Newcomers & Youth) • Activity attendance and positive/negative outcomes of facilitation 	Organization has shifted to a culture that includes collaborative planning with input from all staff in relation to next three year period of Health Equity Plan.	2019-20	Q4	ONGOING	

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ONE-TIME FRENCH LANGUAGE AND ABORIGINAL CAPACITY SURVEY

QUESTIONS	ANSWERS	ADDITIONAL COMMENTS
Does your Organization have a method in place to identify French-speaking clients or clients who prefer to receive services in French?	YES	
Does your organization have resources able to provide services in French?	NO	
<p>What methods does your organization use (or would use) to provide services in French?</p> <p>Select all choices that apply in the list below:</p> <p align="center"><i>Use of family member</i></p> <p align="center"><i>Use of volunteer resources as interpreter</i></p> <p align="center"><i>Use of French-speaking health professional staff</i></p> <p align="center"><i>Use of French speaking non-health professional staff</i></p> <p align="center"><i>Use of professional interpretation services</i></p> <p align="center"><i>Referral to other HSP's that provide FLS</i></p> <p align="center"><i>No Action</i></p> <p align="center"><i>Other</i></p>	<p align="center">Select an Answer below on all that Apply</p> <p>YES</p> <p>NO</p> <p>NO</p> <p>NO</p> <p>NO</p> <p>YES</p> <p>YES</p> <p>N/A</p>	
Is there a process in place in your organization to identify French speaking staff?	YES	
Would your organization be interested in receiving more information about the needs of the Francophone population and the implementation of French Language Services?	YES	

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ABORIGINAL CULTURAL COMPETENCY SURVEY

QUESTIONS	ANSWERS	ADDITIONAL COMMENTS
Does your organization have a method in place to identify Aboriginal clients?	YES	
Does your organization provide culturally specific services to Aboriginal clients?	NO	Please refer to Goal #3 of Health Equity Plan
Is your organization interested in developing the Indigenous cultural competency of its staff?	YES	Currently in the process, please refer to Goal #3 of Health Equity Plan
Would your organization be interested in receiving more information about the needs of the Aboriginal community and how to better serve this community?	YES	