

INDIGENOUS COMMUNITIES' ACCESS TO SERVICES

Culturally safe services for First Nations and Inuit peoples

Cultural safety

In response to the problems First Nations and Inuit experience in the health and social services system (RSSS), the government of Québec has committed to improving care for Indigenous populations in urban areas by adopting a cultural safety approach within health services.

The cultural safety approach acknowledges inequalities experienced by Indigenous people and seeks to address these discrepancies through safe practices. Each actor must first become aware of their own perceptions of and knowledge about First Nations and Inuit so as to promote appropriate behaviours and attitudes that make Indigenous people feel welcome and benefit their health and well-being.

Ensuring culturally safe care and services for First Nations and Inuit peoples requires the following:

- Continually reflect on our beliefs and practices toward First Nations and Inuit
- Acknowledge past and present trauma, as well as their effects on their health and well-being
- Work in close partnership with First Nations and Inuit, to ensure their health and well-being
- Improve our mutual understanding by learning about the history of Indigenous peoples, their cultures and experiences

Credit for picture: Joni Bertrand

Implementation of the cultural safety approach

Implementing the cultural safety approach is a collective responsibility! It requires the collaboration of 10 institutions in Montreal's health and social services network, local Indigenous actors ([members of the Montreal Indigenous Health Advisory Circle \(MIHAC\)](#)), partners offering services directly to the Indigenous

population, and other key actors.

The regional diversity and inclusion service of Direction des services généraux et des partenariats urbains (DSGPU) at [CIUSSS du Centre-Sud-de-l'Île-de-Montréal](#) supports the implementation of the cultural safety approach through intersectoral collaboration, training and research, as well as development of regional orientations, tools and information sharing.

You can reach the regional diversity and inclusion team by email at service.regional.diversite.ccsmtl@ssss.gouv.qc.ca

The Montreal Indigenous Health Advisory Circle (MIHAC)

The Montreal Indigenous Health Advisory Circle is coordinated by the [Montreal Indigenous Community NETWORK](#).

Its members are : [Quebec Native Women](#), [Indigenous Health Centre of Tiohtià:ke](#), [Projets Autochtones du Québec](#), [Montreal Native Friendship Centre](#), [Indigenous Support Work Project](#), [Southern Quebec Inuit Association](#), [Makivvik](#), [First Peoples Justice Centre of Montreal](#), [Native Montreal](#), [Women's Centre of Montreal](#), [Doctors of the world](#), [The Open Door](#), [Chez Doris](#), [Plein Milieu](#), [Direction de la Santé publique régionale de Montréal](#).

Help and resources

Many resources in Montreal are available to meet the needs of Indigenous people who live in or pass through Montréal :

- [Consult the list of accommodation services and shelters in Montreal](#)
- [Info-Social and Info-Santé 811](#)
- [Information and Referral Centre of Greater Montréal 211](#)
- [Helplines dedicated to Indigenous people](#)
- [Services dedicated to Inuit communities](#)
- [Street intervention resources in Tiohtià:ke](#)
- [Indigenous reference manual for the community in Montreal](#)
- [2ELGBTQIA+ resources](#)
- [Resources for Indigenous women, girls and 2ELGBTQIA+ individuals](#)

[Awareness-raising and popular education tools](#) have also been developed by the Montreal Indigenous Community NETWORK to provide food for thought and help people learn more about Indigenous realities and cultures