

FAQ for Public		
1	What is racism?	Racism is the belief that a group of people are inferior based on the color of their skin, their culture, or spirituality. It leads to discriminatory behaviors and policies that oppress, ignore, or treat certain racial groups as 'less than' other groups.
2	Why is it important to report racism?	To create a safe environment for staff and patients where people feel valued. Reports of racism allow us to review and improve patient and staff experiences. It allows the NHR to identify opportunities to improve the system and our services in order to provide an equitable high standard of care.
3	Why a policy to address Indigenous Specific racism?	If a policy does not address this into account in a meaningful way, then racism towards Indigenous peoples can remain “invisible” or can be deemed to be nonexistent and therefore allowed to persist and potentially increase. We must be proactive not reactive.
4	How can I be an ally?	An ally is a person who advocates for the human rights of marginalized and vulnerable people by challenging discrimination and stereotypes. Allies are needed and essential. This is especially true with vulnerable populations whose voices can be suppressed or silenced. An ally could lend a listening ear, support the individual in bringing their concern forward, direct the individual to the appropriate source, report incidents of racism, etc. (Source: Best Practice Guide – Being an Ally, AB Health Services)
5	How will the Northern Health Region know how well we are doing with addressing Indigenous specific racism? How can we identify if this policy is affecting change?	The Northern Health Region will identify and monitor an evaluation process which will include data collection from all reported experiences. If the policy is effective, reports of racism will initially increase and over time they will decrease.
6	How do I report an incident of racism?	Report incidents of racism by reviewing the AISR policy and the Appendices that outline processes and next steps taken. Click here to report an incident of racism or any other patient feedback you have.

		Public complaints are submitted through the Patient Experience department. Individuals can request an Indigenous Experience Representative.
7	Who do I talk to about how this made me feel? Will there be supports?	A friend, manager, mentor, or the Patient Experience Department. A resource document is available with Indigenous specific supports.
8	When a person makes a report or puts a complaint in, where does it go?	There are two associated policies and processes that provide flow maps on the next steps, The Patient Experience Feedback policy AD-06-10 as well as the Respectful Workplace policy HR-02-55. See Appendices Documents.
9	Will my complaint be kept confidential? How will I know if it has been dealt with if I do not know what happened with the staff member?	Yes, all complaints are kept confidential. The complainant will receive confirmation that the review has been completed and made aware of any system improvements or recommendations.
10	How can I ensure safety in reporting?	The Northern Health Region prohibits any form of retaliation. You are advised to report any forms of retaliation immediately.
11	What happens to an employee or patient who is consistently exhibiting racist behaviours?	Progressive discipline will guide actions, which could result in remediation to termination of employment.
13	Can I make an anonymous report?	Yes, reports can be kept anonymous. Please be advised that the Northern Health Region will not have the opportunity to fully review or follow up with the complainant when specific names are not provided. All reports will be reviewed.
14	Will Shared Health and agency staff be held accountable to this policy?	Yes, when Shared Health, agency, and locum staff are on site providing service with the NHR they are expected to adhere to the same NHR policies, processes, and clinical guidelines.