

**OMSSA EXCHANGE**

**MAY 2-4, 2022 | VIRTUAL**

# AGENDA

Welcome and Opening Remarks

PLENARY: Moving Forward Responsibly with the National Action Plan for MMIWG2S+

OMSSA 2021 Awards Presentation: Young Leader Award

KEYNOTE: Mitigating Unconscious Bias in Human Services



# PLENARY



**OFIFC**

Moving Forward  
Responsibly with  
the National  
Action Plan for  
MMIWG2S+

# Gertie Mai's Slides







**URBAN  
APPROACH  
TO END  
VIOLENCE**

# **MMIWG2S+ NATIONAL ACTION PLAN**

## **URBAN Sub Working Group (USWG)**

**OMSSA Exchange Conference, May 3, 2022**

**Gertie Mai Muisse, Atlantic Member USWG, OFIFC CEO**

# **MMIWG2S+ NATIONAL ACTION PLAN**

## **URBAN Sub Working Group (USWG)**

### **Urban Path to Reclaiming Power and Place, Regardless of Residency**

#### **Objectives**

1. Land acknowledgement
2. Provide background: USWG National Action Plan
3. Highlights of our work including urban definition, co-development, and intersectionality
4. Implementation Plan
5. Our future work
6. Address Participants Q's & A's as time permits

**URBAN  
APPROACH  
TO END  
VIOLENCE**

# MMIWG2S+-National Inquiry



MMIWG2S+ National Inquiry Final Report: June 3, 2019

*Concluded, human rights and Indigenous rights abuses and violations committed and condoned by the Canadian state represent genocide against Indigenous women and girls and 2SLGBTQQIA people.*

- 231 Calls for Justice for transformative legal and social changes
- 4-Pathways to end this genocide
- 7-Principles for Change are critical and interconnected elements required for co-development

- 
- ❖ Honoured the voices of MMIWG2S+ Families and Survivors
  - ❖ Also engaged experts, systems such police, child welfare, etc..
  - ❖ <https://www.mmiwg-ffada.ca/>





**The Core Working Group is co-chaired by:**

★ **Federal Co-Chair:** Gina Wilson, Deputy Minister, Diversity and Inclusion and Youth and Senior Associate Deputy Minister, Canadian Heritage, Government of Canada

★ **Provincial/Territorial Co-Chair:** Valerie Royle, Deputy Minister, Women's Directorate; Deputy Minister, Tourism and Culture; Deputy Minister, French Languages Services Directorate, Government of Yukon



# URBAN Sub Working Group

*Develop Urban Framework for NAP*

- 11-Members
- Inspired and guided by the MMIWG2S+ National Inquiry Final Report
- Our approach:
  - Forever document with 5-year priorities and timelines.
  - Genocide: stopping it, preventing it and support healing those who experienced it.
  - Fundamental transformation of systems and society
  - Urgency to support local/regional/national responses
  - Focus on rights and responsibilities
  - Define: Urban and Co-development
  - 4-Baskets of Rights: Culture, Health, Security and Justice
  - 8-Pathways – Urban approach to end violence

URBAN  
APPROACH  
TO END  
VIOLENCE

# URBAN Pathway to End Violence

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1. A focus on substantive equality and Indigenous human rights for urban First Nation, Inuit and Métis people, substantial national legislative policy and programmatic changes.
2. Grassroots solutions and decolonized approaches that center on Survivors and Families
3. Strengthen mutual accountability
4. Distinctions-based, as defined in the National Inquiry Final report
5. Co-development of policy, programs, research, data collection
6. Culture-based community development
7. Prevention-based approaches focused on strength-based upstream interventions proven to have impact.
8. Intra-governmental and inter-governmental coordination and collaboration





# MMIWG2S+ URBAN Sub Working Group

## Highlights of our Work

- Urban Reality and Urban Definition

### URBAN Definition

First Nation, Inuit and Métis people living in small, medium and large communities, including rural, isolated and remote communities, which are: off-reserve; outside of their home community, community of origin or settlement; or outside of Inuit Nunangat.

- Co-development and Co-Management
- Intersectionality

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VIOLENCE

# MMIWG2S+ NATIONAL ACTION PLAN

## URBAN Sub Working Group

### Urban Path to Reclaiming Power and Place, Regardless of Residency

#### Urban Implementation Plan

- **Urban Reality:** is to ensure the Urban voice and place in solutions.
- **Responsibilities and Accountabilities:** this is the Urban Indigenous responsibility to ending violence through measured goals and monitoring impacts while ensuring accountability for all governments.
- **Co-development, coordination and collaboration:** this emphasizes “nothing about us without us” and builds on the fact that we are stronger when we work together.

[https://4c3tru4erdnui9g3ggftji1d-wpengine.netdna-ssl.com/wp-content/uploads/2021/06/NAP-Urban-Framework\\_EN.pdf](https://4c3tru4erdnui9g3ggftji1d-wpengine.netdna-ssl.com/wp-content/uploads/2021/06/NAP-Urban-Framework_EN.pdf)

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TO END  
VIOLENCE

# MMIWG2S+ NATIONAL ACTION PLAN

## URBAN Sub Working Group

### Our Future Work.....

- ❖ Amplify Urban Voice
- ❖ Promoting Co-Development
- ❖ + National Virtual Conferences
- ❖ Urban Indigenous Service Organizations engagement

URBAN  
APPROACH  
TO END  
VIOLENCE

# MMIWG2S+ URBAN Working Group

## URBAN Pathway to end Violence

- Closing Remarks
- Questions & Answers

*Stay in touch.....*

[MMIWG2S-UrbanWorkingGroup@outlook.com](mailto:MMIWG2S-UrbanWorkingGroup@outlook.com)

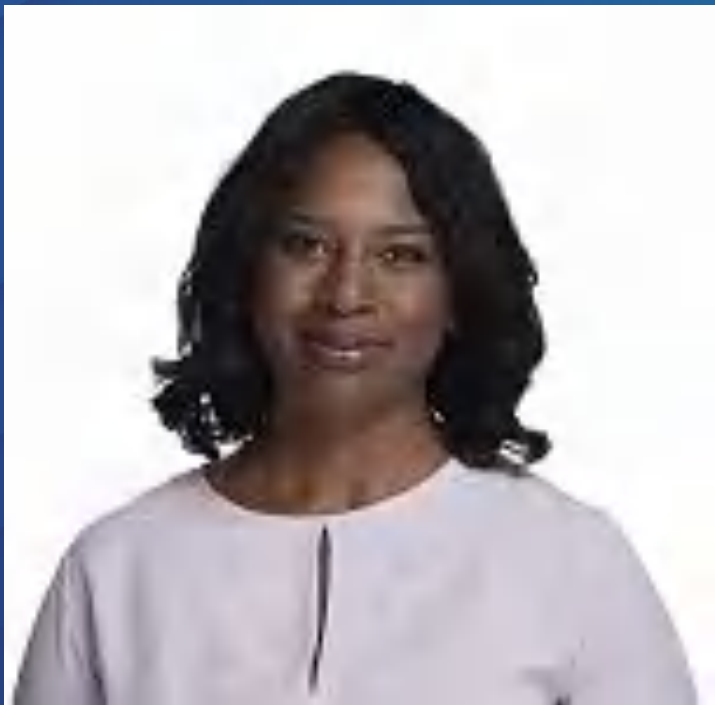
URBAN  
APPROACH  
TO END  
VIOLENCE

# 2021 AWARDS



**Nohad Abou-Hamad &  
Ben Reyes,**  
City of Ottawa  
Young Leader Award

# KEYNOTE

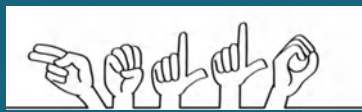


**Catherine Chambers,**  
Economic Development Researcher  
and PhD Student



# Catherine's Slides





Vítáme vás    ਜੀ ਆਇਆ ਠੂੰ    ようこそ    Akwaaba  
Velkommen    Tervetuloa    Fáilte    歡迎  
Witamy    Vitajte  
Welkom    Hoan nghênh    Hoşgeldin

**BIENVENUE ~ WELCOME ~ TUNGASUGIT ~ KWEY**

歡迎光臨    Boozhoo    Chào mừng  
Bem-vindos    Benvenuti  
Karibu    Bienvenidos    Καλώς ήρθατε  
välkommen    Willkommen  
Üdvözlet    স্বাগতম    Добро пожаловать    أهلاً وسهلاً  
Selamat datang    Sawubona    Maligayang pagdating    ยินดี ต้อนรับ

# Mitigating Unconscious Bias in Human Services

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Catherine Chambers, B.A., M.Ed., MT(OCT), PhD Student

# Catherine Chambers, B.A., M.Ed., MT(OCT), PhD Student

- Social Researcher, Instructional Technology Consultant, and Ontario Certified Teacher
- Research Interests: Entrepreneurship, Innovation, Sustainability, Decolonizing STEM Education (Science, Technology, Engineering and Math)
- Consulting across Canada (Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick), the Caribbean (Jamaica, Trinidad, Dominican Republic), the United States (Alabama, Arizona, Atlanta, California, New York, New Jersey, Seattle, Texas, Virginia) and South Africa

# Mapping the Human Services Ecosystem







HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

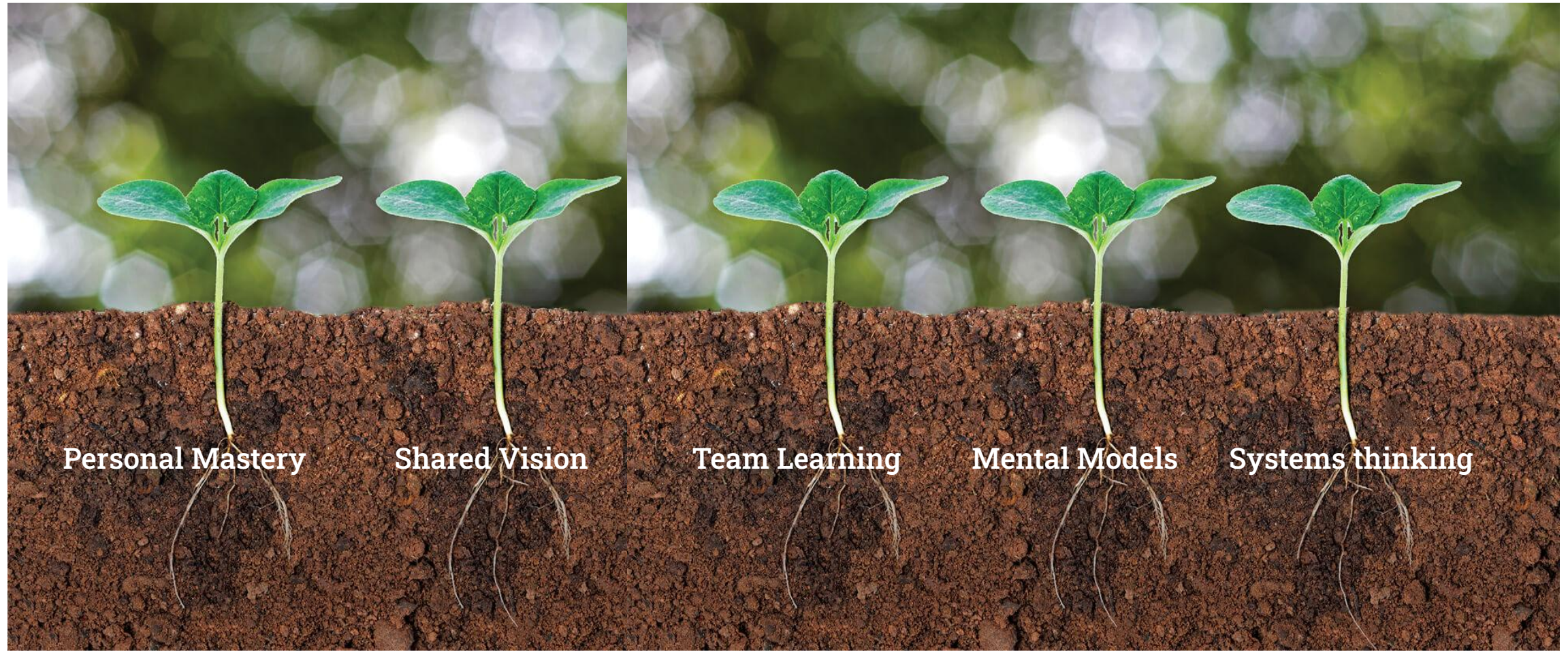


 **accenture**





# Becoming a learning organization



*Senge, 1990*

# Scope and Sequence

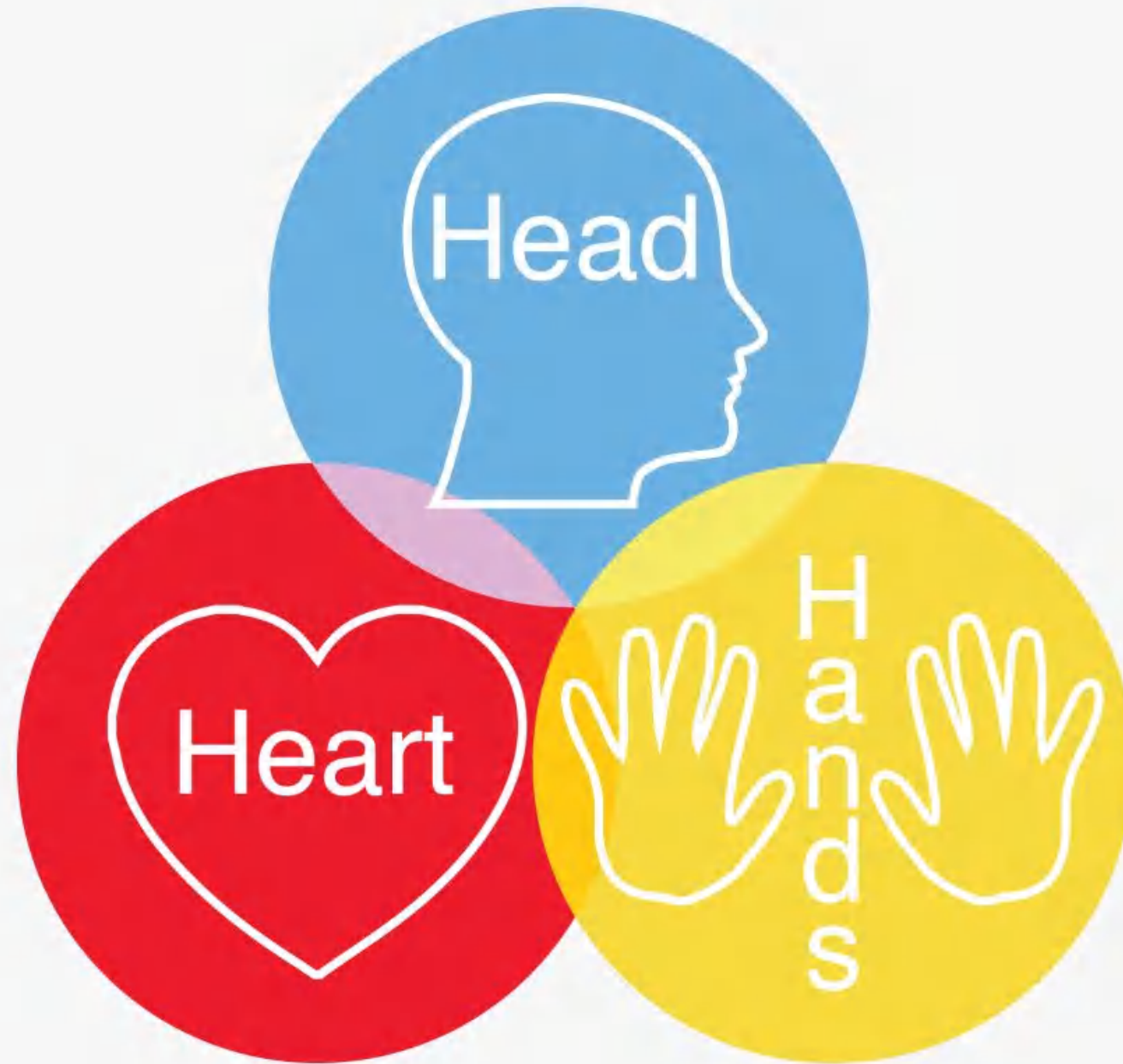
Defining Bias and Unconscious Bias

Types of Unconscious Bias

Evidence of Bias in Organizations and Systems

Bias Mitigation Strategies







# Unconscious Bias





**Bias:**

**Being for or against something or someone.**



**To be biased is to be human.**





Fortunately for serious minds, a  
bias recognized is a bias  
sterilized.

~Benjamin Haydon

Métis Canadian film director, writer producer and actor

**For or against?**



# Which cat do you prefer?



CREDIT: GRACE CARY / GETTY IMAGES



(Hart and Jones, 2020)

**When we are unaware of a bias,  
it is unconscious.**

# **Unconscious bias**

**The attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.**



**We are for and against...**



# Who is More Accomplished?



# Whose a Better Scientist?





# Who would you rather have as your physician?





# Canadian doctors of colour offer a frank look at racism in medicine



# Who is Most Likely to Be a CEO?





NATIONAL & WORLD AFFAIRS

# Why disability bias is a particularly stubborn problem





April 2018

May 25, 2020

December 2020





Melissa Depino

## Social media video shows arrests of black men at Philadelphia Starbucks

Courtesy Melissa Depino

MORE VIDEOS



0:05 / 0:46



Melissa DePino

@missydepino



[@Starbucks](#) The police were called because these men hadn't ordered anything. They were waiting for a friend to show up, who did as they were taken out in handcuffs for doing nothing. All the other white ppl are wondering why it's never happened to us when we do the same thing.



5:12 PM · Apr 12, 2018



Ontario's education minister has ordered a review into the Waterloo Catholic District School Board's (WCDSB) handling of a November 2021 incident where a Black four-year-old was removed from a Waterloo region school by police.

**Education minister orders review into removal of four-year-old student from Waterloo region school by police**







# A Message from the President and the CEO



CAMH has a lot of work to do. Our health care system was built on a foundation of racism. Dismantling the structures that uphold this foundation is a priority at CAMH. I hold myself directly responsible for this work, and fully accountable to Black staff and patients at CAMH.



# Starbucks to Close All Stores Nationwide for Racial-Bias Education on May 29

April 17, 2018 • 2 min read

SHARE f t in

## Disability: When bias is the biggest barrier

by Peter Wheeland | Jan 27, 2021 | News - social inclusion

Toronto

### Toronto police partner with Ryerson University for lessons in 'bias avoidance'



Program is part of a broader initiative to modernize policing in Toronto, police say

The Canadian Press - Posted: Jan 22, 2018 4:33 PM ET | Last Updated: January 22, 2018



Police say the connection to Ryerson will ensure that existing courses meet the standards of the 'broader community.' (Mark Blinch/Reuters)

## CHECKING OUR BIASES AND MOVING SOCIAL WORK FORWARD

### Held Back by Inequalities? It's Time to #BreaktheBias

Bravo Generation Procurement In The Press Procurious News Women in Procurement

Mar 8, 4:26 PM • 4 min read

*Is your hiring process fair? How about supplier selection? The time to fight inequality is now – it's time to #BreaktheBias.*



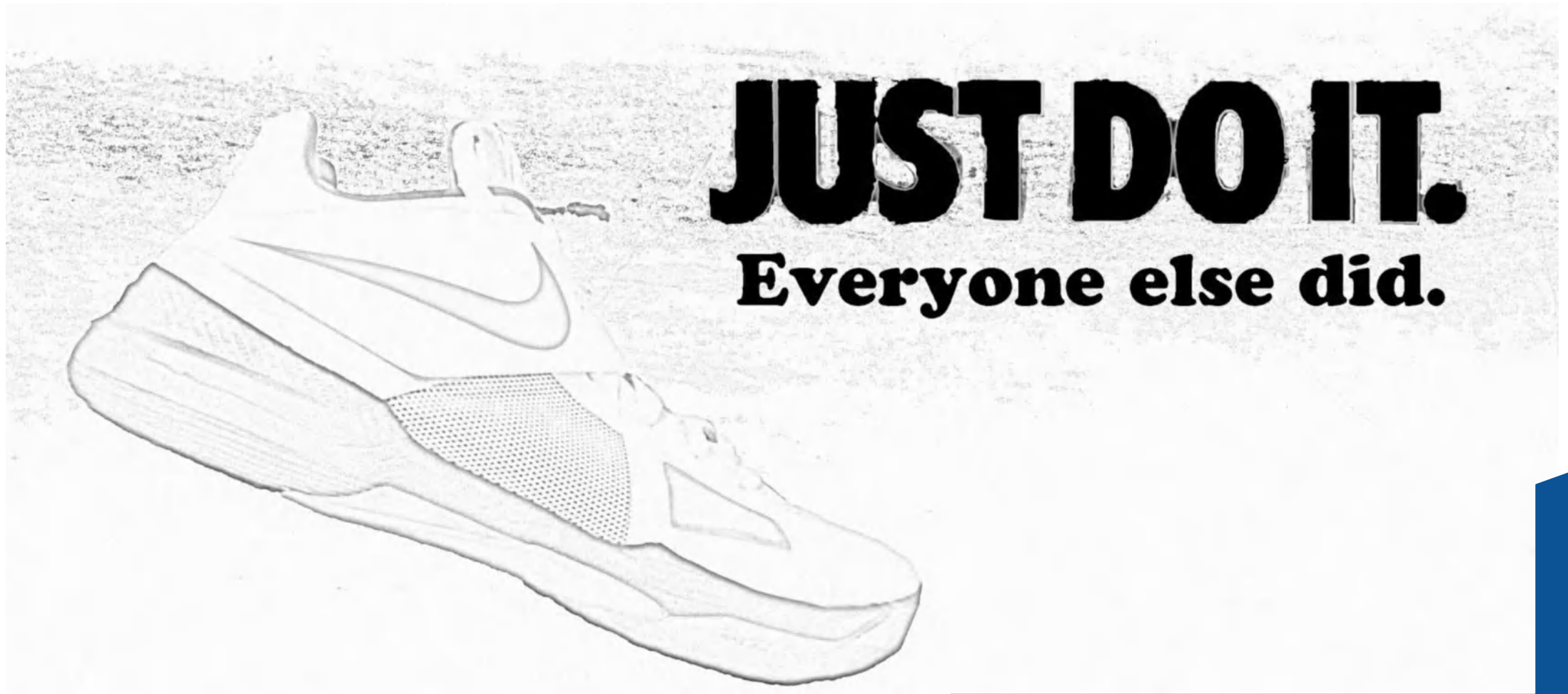
### Learning to Address Implicit Bias Towards LGBTQ Patients: Case Scenarios

September 2018



## Free webinar: Managing bias to support student success

## The bandwagon effect



As soon as everyone is on the bandwagon with one idea, a leader should be working on the next one.

Roger Enrico

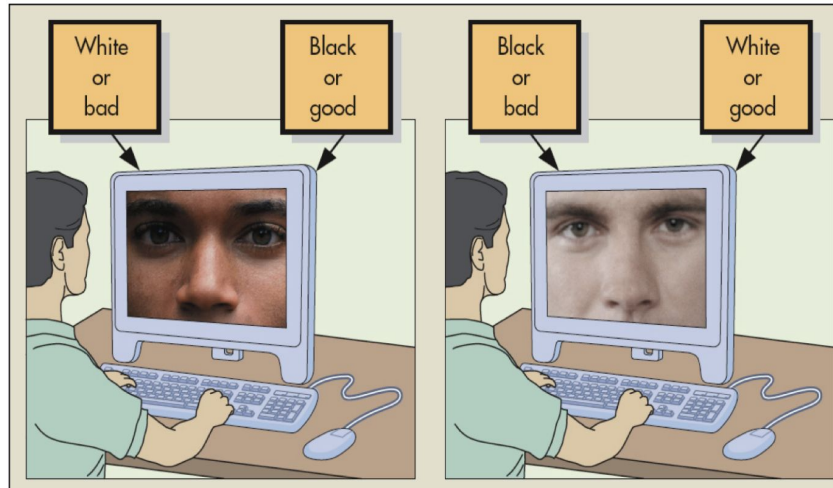


Mazahrin  
Banaji

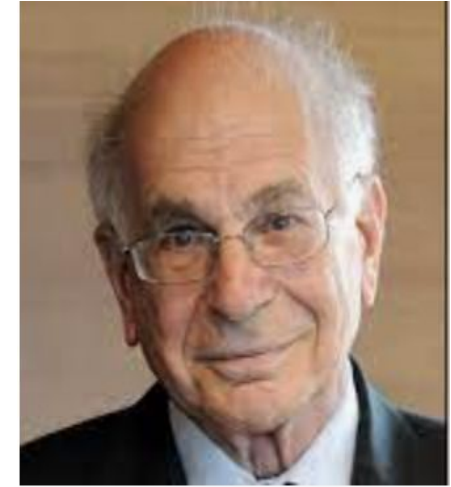
1995



Anthony  
Greenwald



1998



Daniel  
Kahneman

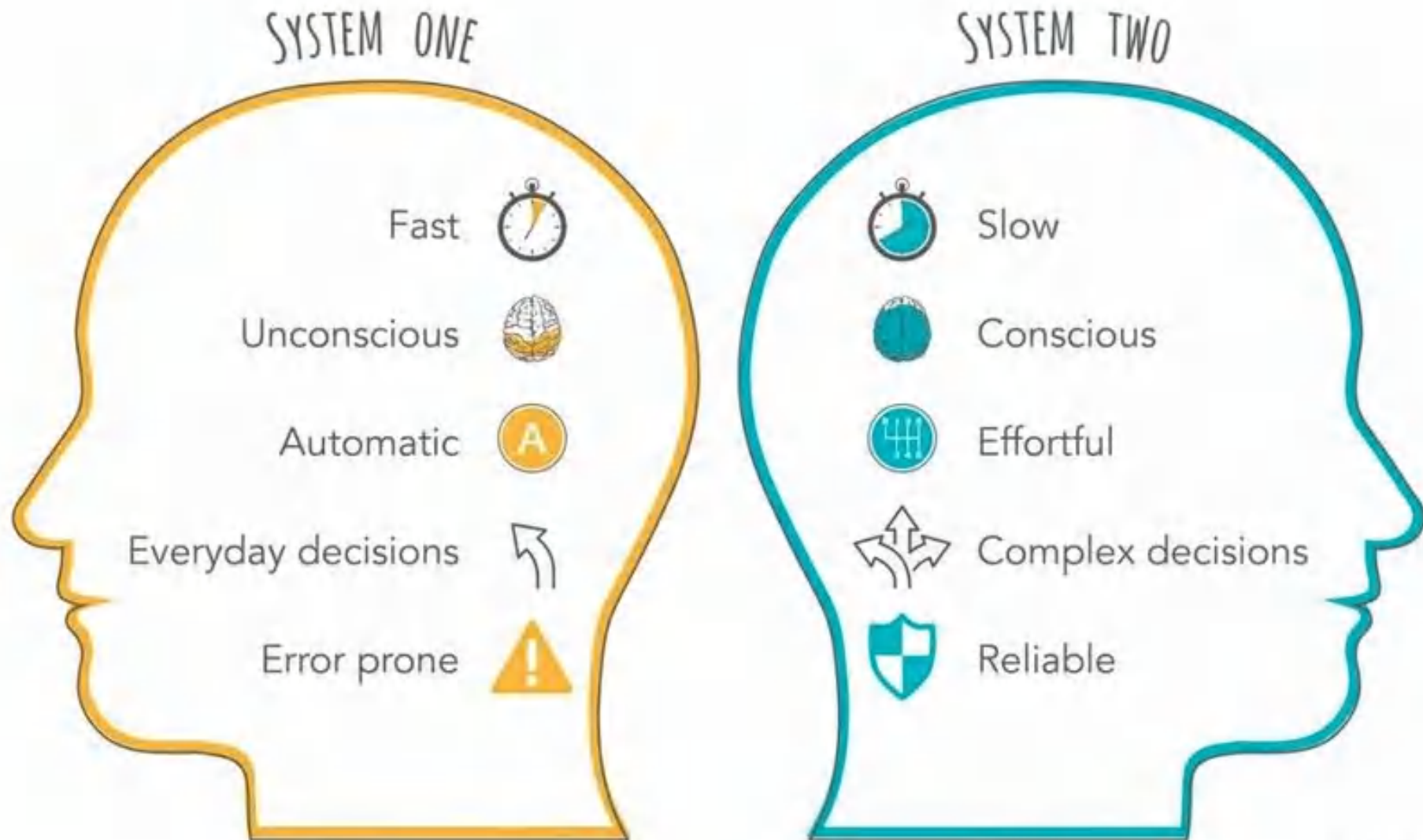
2013



# Biological Basis for Bias: Mental Shortcuts

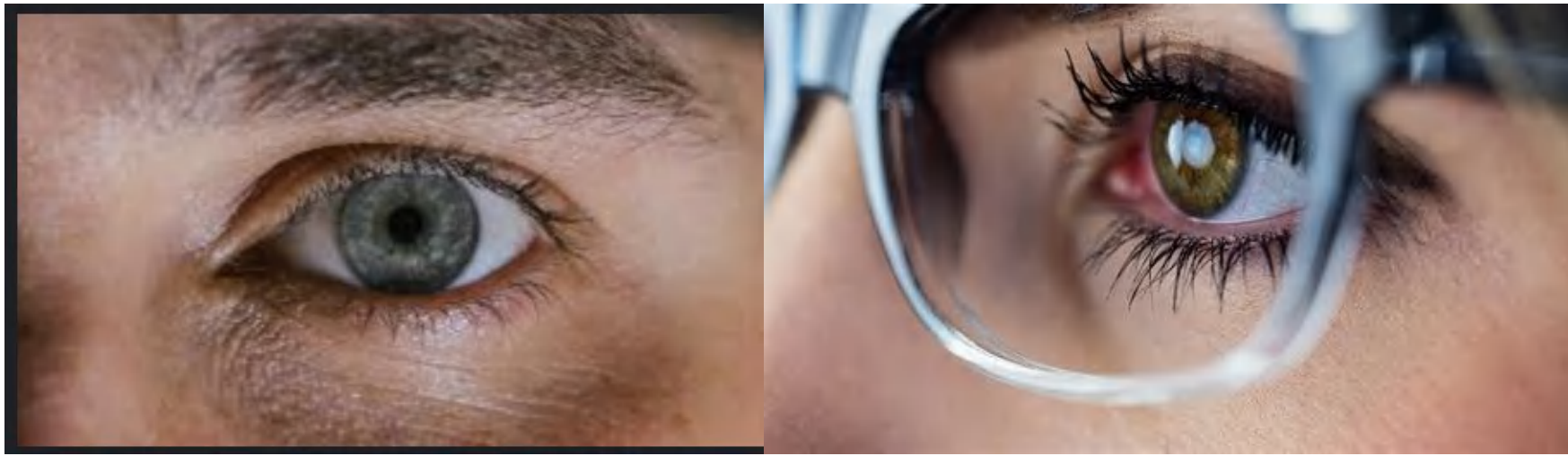


# A review of two systems









# Spot the Bias



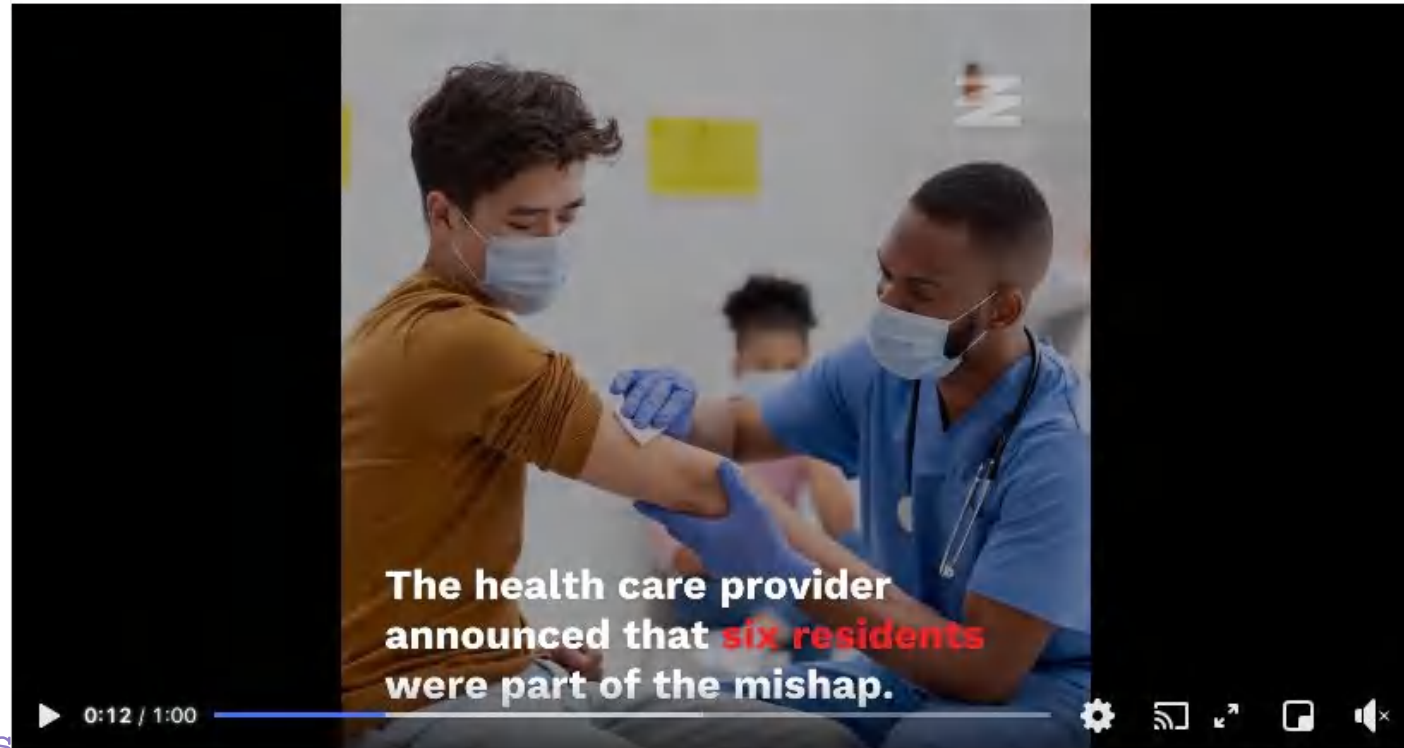
# Ontario Clinic Mistakenly Injected Multiple People With Saline Instead Of COVID-19 Vaccine



Narcity Canada · [Follow](#)

April 19 at 8:00 PM · 🌐

Ontario clinic mistakenly injected multiple people with saline instead of COVID-19 vaccine



# Science at Home: Meet the Scientists



# Overcoming life's basic truth: Talent is universal, but opportunity is not.





Overcoming life's basic truth: Talent is universal, but opportunity is not.



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# REAL ONTARIO EGG FARMERS

Meet the farmers who produce your eggs.

[MEET OUR FARMERS](#)

"Real" Gets cracking in Ontario

Keeping Your Eggs Clean &  
Healthy During COVID-19

Good news: Stable egg supply in  
Ontario!

Eggs are the official breakfast of  
Paralympic golfer Ryan  
MacGregor









## Opinion: Being a Black farmer in a field of white opened my eyes to Canada's agriculture diversity problem



The Globe and Mail - Abdul-Rahim Abdulai • 49d

Abdul-Rahim Abdulai is an Arrell Food Institute Scholar in the Department of Geography, Environment and Geomatics at the University of Guelph. My life in Ghana as a kid was spent on a farm where food at...

[Read more on theglobeandmail.com](https://www.theglobeandmail.com)



# **Where can bias be experienced in Human Services?**

# Voices

Due to my accent,  
I am perceived as  
less intelligent  
than my colleague.

Many at the  
office assume  
I'm the IT  
person because  
I'm Asian

I changed my  
name on my  
resume and I  
started to get  
more calls.

I am considered a  
'diversity hire'  
instead of a capable  
manager.





# Hospital orderly, caught on video mocking Joyce Echaquan before she died, tells inquest she meant no harm



# Why Black Women Fear For Their Lives In The Delivery Room

In these pandemic times, racism poses the biggest threat to Black women's maternal health.

By Eternity E Martis

06/04/2020 05:43pm EDT | Updated June 4, 2020



"Sometimes you just know in your bones when someone feels contempt for you based on your race,"

# Mortality rate for Black babies is cut dramatically when Black doctors care for them after birth, researchers say



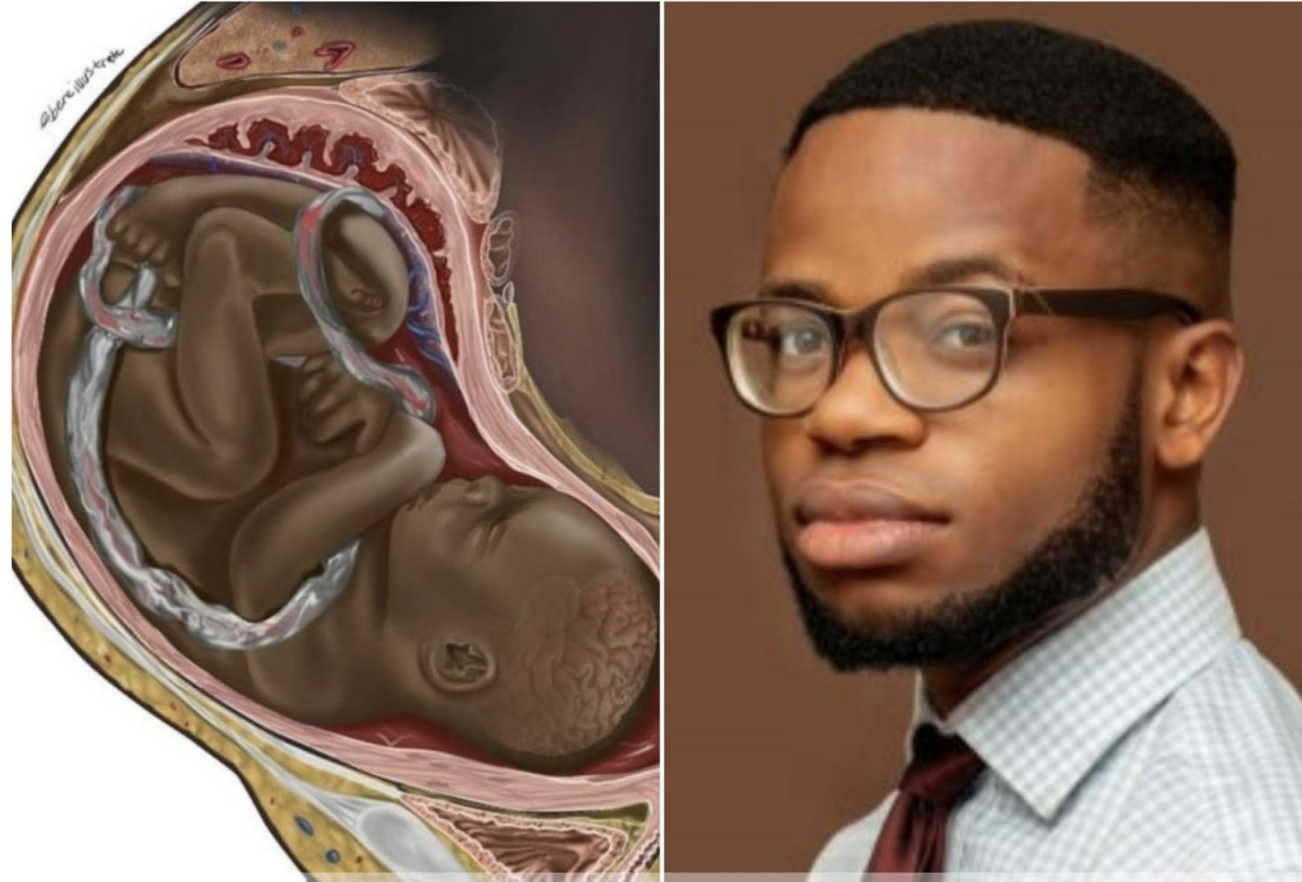
Russell, 2021

(Dóra Kisteleki for The Washington Post)



# NIGERIAN MEDICAL STUDENT, SELF-TAUGHT ARTIST, GOES VIRAL AFTER POSTING ILLUSTRATION OF BLACK BABY IN THE WOMB

by Alexa Imani Spencer · December 9, 2021 · 3752



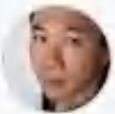
*(Chidiebere Sunday Ibe/Courtesy of Chidiebere Sunday Ibe)*

A medical student from Nigeria took it upon himself to solve a major problem in the healthcare industry—lack

CANADA

# Canadian refugee judge had ‘predisposition against Roma claimants,’ tribunal finds as it grants couple’s bid for asylum

Review cites judge’s ‘sarcastic’ tone, ‘boilerplate’ reasons across several decisions



By **Nicholas Keung** Immigration Reporter  
Tue., April 26, 2022 | ⌚ 6 min. read



# BIPOC Youth Counselling Experiences

**78% youth felt judged upon accessing mental health services**

**73% felt the treatment they were receiving was irrelevant to their needs**

**68% felt they could not relate to service providers**

*Source: [thenewmentality.ca](https://thenewmentality.ca)*





**“When someone makes a brazen assumption about you, you lose trust and that impacts your ability to seek care. Then who do you talk to?”**

*Youth, 17, Richmond Hill*

**“Support from white service providers can also be seen as very strong and overdone, as opposed to understanding. For example, upon the news of the 215 Indigenous children’s unmarked graves found at Kamloops residential school, support was given immediately by wearing orange shirts. No one took the time to actually ask questions about our community and think of long-term active solutions. When we are over acknowledged, it is performative, and it’s clear that no one really genuinely cares.”**

*Youth, 18, St. Thomas*

**“If you do not fit the cultural stereotype, service providers think that cultural nuances and norms do not apply to you anymore.”**

Youth, 17, Scarborough

**“As a Black youth, I was told that I was overreacting by a counsellor and was stereotyped.”**

Youth, 19, Kapuskasing

**“Stereotypes cause providers to bypass what you say – they have a know-it-all tendency and don’t actually listen to what you’re saying.”**

Youth, 19, Kapuskasing

**“As an Indigenous youth, stereotypes were thrown at me by white and non-native communities. We are always spoken over, our voice silenced.”**

Youth, 18, St. Thomas

A photograph of a wooden boardwalk or path leading straight into a vast, green field. The path is made of light-colored wooden planks and is flanked by lush green grass. In the distance, the path meets a bright, hazy horizon line. The sky above is filled with soft, white clouds, and the overall lighting is warm and golden, suggesting a sunrise or sunset. The text "Nothing can be changed until it is faced" is overlaid in the center of the image in a dark blue, serif font.

Nothing can be changed until it is faced



# How to mitigate our biases

1

## Know them well

Read about them



Recognize that they exist



Be mindful in your words and actions

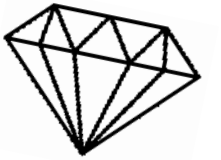


2

## Think critically

Attend to data and evidences

Look at problems as a diamond with multiple facets and not as a coin with only two sides



3

## Challenge assumptions and traditions

Take a contrary view

Ask “**Why?**” and “**Why not?**” often





# WHAT IS TNM?

The New Mentality is a not-for-profit network of youth and adult allies working together to Disable the Label of mental illness. We work to amplify youth voice to create change in the mental health system and beyond.

## We aim to:

- Amplify youth voices
- Create change in the mental health system
- Improve mental health

## We are:

- Youth advocates aged 13-25 and adult allies
- Mental health advocates across the province
- Youth with lived experience of mental illness
- A program of Children's Mental Health Ontario



The following recommendations are made in this policy paper as per the findings. Each recommendation is followed by short-term and long-term goals.

- **Recommendation #1:** Offer more relevant anti-racist and anti-oppressive training to staff working in the child and youth mental health sector, with mandated follow-ups and continuous development, to create culturally sensitive environments and increase cultural competency.
- **Recommendation #2:** Hire more diverse service providers and allow youth to make requests for specific service providers.
- **Recommendation #3:** Provide effective anti-racist education and anti-oppressive practices within schools.
- **Recommendation #4:** Implement more types of mental health services.
- **Recommendation #5:** Ensure effective navigation and discovery of mental health services.
- **Recommendation #6:** Mandate race-based data collection.

# The Government of Canada Intends to Appoint a Special Representative on Combatting Islamophobia

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From: Canadian Heritage

## News release

OTTAWA, January 28, 2022





By Centre for Addiction and Mental Health

– 25 Jun. 2021

## **CAMH Reconciliation Working Group Awarded Leading Practice**

The CAMH Reconciliation Working Group is a direct response to the Truth and Reconciliation Commission's Calls to Action. They tackle anti-Indigenous racism and its effects on staff members, patients and families.





# RBC Action Plan Against Systemic Racism



## Our Anti-Racism Commitment

We acknowledge wide-spread systemic racism has disproportionately disadvantaged Black, Indigenous and People of Colour (BIPOC) for far too long, significantly impeding the ability of those communities to compete equally in opportunities for economic and social advancement.

We're taking direct actions to tackle these issues.



# Diminish the Impact of Bias





**Thank You! Merci!**  
**Meegwetch!**



# BREAK

Breakout sessions  
will begin at  
**11:15 a.m.**

