Appendix 1. Indicators and their associated methods used gauge the FNHA's alignment with each standard criterion.

Criteria	Description	Indicator	Method Category	Method
1.1.1	The organizational leaders develop an anti-racism and cultural safety and humility position statement that acknowledges the harm done to First Nations, Métis, and Inuit peoples by racism and discrimination and outlines the organization's commitment to addressing Indigenous-specific racism and discrimination.	An FNHA anti-racism and cultural safety and humility policy statement	Interview	Identify key informants in the organization and ask: 1) Is there a formal anti-racism and cultural safety and humility policy? 2) If not, are there are any other policies or policy statements related to or incorporating aspects of anti-racism and cultural safety?
1.1.1	The organizational leaders develop an anti-racism and cultural safety and humility position statement that acknowledges the harm done to First Nations, Métis, and Inuit peoples by racism and discrimination and outlines the organization's commitment to addressing Indigenous-specific racism and discrimination.	An FNHA anti-racism and cultural safety and humility policy statement	Policy/Document Review	Review policies and documents containing statements regarding anti-racism and cultural safety and humility for alignment with the criterion guidelines.
1.1.2	The organizational leaders report to the appropriate entity on their commitments to respecting and upholding the rights of First Nations, Métis, and Inuit peoples and communities, including the rights to health and self-determination, by adopting recommendations and learnings derived from key documents.	Reports regarding commitments to upholding and respecting the rights of First Nations, Métis and Inuit peoples and communities to the FNHA board and through community	Interview	Identify key informants in the organization and ask: 1) Are FNHA leaders required to report to you on commitments to respecting and upholding First Nations rights? And if so, how? 2) What processes does the FNHA leadership follow to uphold and respect First Nations rights, including the rights to health and self-determination? 3) Are there key documents or processes used to guide and inform commitments to the rights of First Nations? And if so, how are they formally embedded in reporting processes?

Criteria	Description	Indicator	Method Category	Method
1.1.3	The organizational leaders establish a culture of accountability that includes zero tolerance for Indigenous-specific racism and discrimination, to advance anti-racism and cultural safety and humility.	Staff opinion regarding the FNHA's culture of accountability regarding Indigenous-specific racism and discrimination	Survey	Survey questions to all staff: 1) The FNHA has zero tolerance for Indigenous-specific racism. (Strongly Agree to Strongly Disagree) Survey questions to all staff who identify as Indigenous: 1) Have you experienced Indigenous-specific racism in the workplace directed to you by FNHA staff? (Yes, No) 2) Have you experienced Indigenous-specific racism in the workplace directed to you by non-FNHA staff (contractors, systems partners, community members, etc.)? (Yes, No)
1.1.4	The organizational leaders support and encourage a speak-up culture in the workforce by developing a policy on Indigenous-specific racism and discrimination in the workplace, as outlined in the organization's policies, code of conduct, and professional standards of practice.	Policies, codes of conduct or professional standards of practice that encourage a speak-up culture	Policy/Document Review	Identify policies, codes of conduct or professional standards that encourage a speak-up culture. Review the documents for alignment with the criterion guidelines.
1.1.4	The organizational leaders support and encourage a speak-up culture in the workforce by developing a policy on Indigenous-specific racism and discrimination in the workplace, as outlined in the organization's policies, code of conduct, and professional standards of practice.	Staff opinion regarding the FNHA's speak-up culture	Survey	Survey questions to all staff: 1) The FNHA encourages a speak-up culture. (Strongly Agree to Strongly Disagree) 2) I feel safe and supported to speak up if I experience or witness Indigenous-specific racism or culturally unsafe behaviours at the FNHA. (Strongly Agree to Strongly Disagree) 3) I know who to contact if I have witnessed or experienced issues of Indigenous-specific racism or culturally unsafe behaviours at the FNHA. (Strongly Agree to Strongly Disagree)

Criteria	Description	Indicator	Method Category	Method
2.1.1	The organizational leaders appoint a lead or a position to collaborate with First Nations, Métis, and Inuit peoples and communities to identify First Nations, Métis, and Inuit organizations and service providers with which the organization can partner to address First Nations, Métis, and Inuit determinants of health.	A lead or position for collaboration with First Nations people and communities for partnership in addressing the Indigenous social determinants of health	Policy/Document Review	Identify leadership positions responsible for collaboration with First Nations people and communities through a review of the FNHA's leadership roles. Review role descriptions to ensure that collaboration with First Nations people and communities to address the Indigenous determinants of health is within the roles' scope and check for alignment with the criterion guidelines.
2.1.2	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to co-design partnership agreements with First Nations, Métis, and Inuit organizations and service providers to address First Nations, Métis, and Inuit determinants of health.	A standard process and guidelines for partnership agreements with Indigenous organizations and service providers addressing the Indigenous social determinants of health	Interview	Identify key informants in the organization and ask: 1) Are there formal processes and guidelines for developing partnerships with other Indigenous organizations? If so, what do these processes and guidelines entail? 2) How is collaboration and co-design approached in regard to FNHA-funded services, and how are they documented?
2.1.3	The organizational leaders collaborate directly with First Nations, Métis, and Inuit peoples, communities, and partners to co-design and implement programs and services that collectively achieve the First Nations, Métis, and Inuit health and wellness goals and objectives defined in the partnership agreements.	Collaboration with First Nations people and communities in work toward health and wellness goals and objectives outlined in the partnership agreements	Interview	Identify key informants in the organization and ask: 1) What are the ways the FNHA collaborates with First Nations communities and partners in designing programs and services in relation to our partnership agreements? 2) What are the ways the FNHA collaborates with First Nations communities and partners in implemented programs and services in relation to our partnership agreements? 2) What are the opportunities to do this better?

Criteria	Description	Indicator	Method Category	Method
2.1.4	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, and partners to define each partner's reciprocal accountabilities to collectively achieve the First Nations, Métis, and Inuit health and wellness goals and objectives outlined in the partnership agreements.	Reciprocal accountabilities outlined in partnership agreements	Interview	Identify key informants in the organization and ask: 1) Are there processes and guidelines for partnerships to outline reciprocal accountabilities and the responsibilities of each partner? 2) And are there processes and guidelines for those reciprocal accountabilities and responsibilities to be drafted in collaboration with those partners?
2.1.5	The organizational leaders allocate resources for the workforce to meaningfully engage in building and sustaining relationships with First Nations, Métis, and Inuit peoples and communities to take collective action on achieving First Nations, Métis, and Inuit health and wellness goals and objectives.	Sufficiency of resources allocated to building and maintaining meaningful and sustainable relationships with First Nations peoples and communities	Interview	Identify key informants in the organization and ask: 1) Are financial resources allocated specifically for engagement and relationship-building with communities? 2) How are these funds evaluated in their ability to achieve First Nations health and wellness goals?
2.1.5	The organizational leaders allocate resources for the workforce to meaningfully engage in building and sustaining relationships with First Nations, Métis, and Inuit peoples and communities to take collective action on achieving First Nations, Métis, and Inuit health and wellness goals and objectives.	Sufficiency of resources allocated to building and maintaining meaningful and sustainable relationships with First Nations peoples and communities	Interview	Identify key informants in the organization and ask: 1) What human resources are dedicated to meaningfully engage in building and sustaining relationships with First Nations peoples and communities?

Criteria	Description	Indicator	Method Category	Method
2.1.6	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, and partners to create an environment for culturally safe truth telling and reconciliation.	Steps taken to ensure environment of culturally safe truth-telling and reconciliation	Interview	Identify key informants in the organization and ask: 1) What steps are being taken to facilitate an environment of culturally safe truth-telling and reconciliation at the FNHA? 2) How do these steps lead to an environment of culturally safe truth-telling and reconciliation at the FNHA? 3) How are First Nations people and communities involved in creating an environment of culturally safe truth-telling and reconciliation at the FNHA?
2.1.7	The organizational leaders partner with First Nations, Métis, and Inuit peoples and communities to actively participate in events that celebrate First Nations, Métis, and Inuit traditions.	Participation in events that celebrate First Nations culture and tradition	FNHA Data Review	Review existing datasets and collect information related to: 1) The number of events that the FNHA attended or funded in the previous year (2022), including: - Cultural events - Important date events
2.1.8	The governing body reports to and shares its learnings with First Nations, Métis, and Inuit peoples, communities, and partners on the organization's engagement activities and the resulting actions taken to achieve the First Nations, Métis, and Inuit health and wellness goals and objectives defined in the partnership agreements.	Learnings from engagement activities and results of health and wellness actions are reported back to First Nations communities	Interview	Identify key informants in the organization and ask: 1) When something is learned from engagement activities, how is that being shared back with First Nations communities? 2) How does this sharing take place? 3) How often do these sharings take place?

Criteria	Description	Indicator	Method Category	Method
2.1.9	The governing body communicates the organization's aspirations and commitments related to First Nations, Métis, and Inuit health and wellness to internal and external stakeholders, including the public, to raise awareness about First Nations, Métis, and Inuit health and wellness programs and services.	Organizational goals and commitments toward First Nations health and wellness are widely reported, including to the public	FNHA Data Review	Review existing datasets and collect information related to: 1) The number of communications regarding First Nations health and wellness that were sent out to the public in the previous year (2022) 2) The number of communications regarding First Nations health and wellness that were sent out to health system partners in the previous year (2022) 3) The number of communications regarding First Nations health and wellness that were send out to FNHA staff members in the previous year (2022)
3.1.1	The organizational leaders uphold established governance processes with First Nations, Métis, and Inuit peoples and communities to respect their rights to self-determination.	Governance process in respect of First Nations rights to self-determination are upheld	Interview	Identify key informants in the organization and ask: 1) How are established FNHA/FNHC/FNHDA data governance processes upheld to ensure ongoing respect for First Nations rights to self-determination?
3.1.2	The organizational leaders maintain governing body and leadership positions in the organization for First Nations, Métis, and Inuit peoples.	Proportion of leadership positions filled by self-identified Indigenous people	FNHA Data Review	Review existing datasets and collect information related to: 1) The proportion of leadership and governing body positions filled by people who self-identify as First Nations, Métis and Inuit
3.1.3	The organizational leaders actively establish strategic and operational plans to support the delivery of culturally safe care.	Requirement to embed cultural safety and humility into operational plans	Interview	Identify key informants in the organization and ask: 1) Is there a requirement or process for the FNHA to embed the delivery of culturally safe care into operational plans? If so, what are these requirements or processes?
3.1.3	The organizational leaders actively establish strategic and operational plans to support the delivery of culturally safe care.	Strategic and operational plans that support delivery of culturally safe care	Policy/Document Review	Identify strategic and operational plans. Review the documents for details regarding the support of culturally safe care delivery and alignment with the criterion guidelines.

Criteria	Description	Indicator	Method Category	Method
3.1.4	The organizational leaders identify a senior leader who is accountable for the organization's anti-racism and cultural safety and humility initiatives	A senior leadership position that is accountable for the FNHA's anti-racism and cultural safety and humility initiatives	Interview	Identify key informants in the organization and ask: 1) Does the FNHA have a senior leader who is accountable for anti-racism and cultural safety initiatives? 2) What is the mechanism to report the progress of the cultural safety and humility and anti-racism initiatives (i.e., to board, to staff, to communities)? 3) Are there additional positions that meet the criteria (such as regional roles)?
3.2.1	The organizational leaders collaborate with First Nations, Metis, and Inuit peoples and communities to establish processes to engage with First Nations, Metis, and Inuit peoples, communities, and partners, to inform the quality and safety of the organization's services.	Collaboration with First Nations people and communities to inform quality and safety of services	Interview	Identify key informants in the organization and ask: 1) What are the established processes to engage with First Nations communities regarding quality and safety? 2) How is community input used to better FNHA services?
3.2.2	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, and partners to inform the organization's direction and priorities.	Collaborative processes with First Nations communities in establishing FNHA's direction and priorities	Policy/Document Review	Identify documents related to the foundations of the organization and strategic planning. Review these documents for evidence of collaborative processes with First Nations communities and alignment with the criterion guidelines.
3.2.3	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to embed anti-racism and cultural safety and humility into organizational values.	Cultural safety and humility values embedded in key FNHA documents	Policy/Document Review	Identify documents related to the foundations of the organization and organizational goals and values. Review these documents for evidence that cultural safety and humility are embedded values in the organization and are aligned with the criterion guidelines.

Criteria	Description	Indicator	Method Category	Method
3.2.3	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to embed anti-racism and cultural safety and humility into organizational values.	Cultural safety and humility values embedded in key FNHA documents	Interview	Identify key informants in the organization and ask: 1) Are anti-racism and cultural safety and humility embedded into our organization's values? 2) Do these values reflect modern understandings of cultural safety and humility and anti-racism?
3.2.4	The organizational leaders use quantitative and qualitative data that are endorsed by First Nations, Métis, and Inuit peoples and communities to inform the organization's strategic and operational plans.	Quantitative and qualitative data used to inform strategic and operational plans, and the endorsement of these data by First Nations communities	Interview	Identify key informants in the organization and ask: 1) What data are used to inform the organization's strategic and operational plans? 2) The Standard calls for "organizational leaders use quantitative and qualitative data that are endorsed by First Nations, Métis, and Inuit peoples and communities to inform the organization's strategic and operational plans". Does the data identified above align with this criteria, particularly "endorsed by First Nation peoples and communities"? 3) Are there summary reports collating all the data?
3.2.5	The organizational leaders recognize and acknowledge the territories of First Nations who live in the territory where the organization is located.	A cross-FNHA approach, policy or procedure that details how the FNHA will acknowledge territory	Policy/Document Review	Identify documents related to an approach, policy or procedure detailing how the FNHA will acknowledge territory. Review the documents for evidence of alignment with the criterion guidelines.
4.1.1	The governing body demonstrates the organization's commitment to anti-racism and cultural safety and humility by earmarking a dedicated and adequate budget for anti-racism and cultural safety and humility initiatives, including First Nations, Métis, and Inuit health and wellness programs and services.	Dollar amount budgeted for anti-racism and cultural safety and humility positions, initiatives and First Nations health and wellness programs and services	FNHA Data Review	Review existing datasets and collect information related to: 1) The total funds dedicated to cultural safety and humility personnel in all departments in the previous fiscal year (2022/23) 2) The total funds dedicated to cultural safety and humility teams in the previous fiscal year (2022/23) 3) The proportion of budgets allocated to cultural safety and humility initiatives in the previous fiscal year (2022/23) 4) The total funds and proportion of budgets dedicated to First Nations programs and services in the previous fiscal year (2022/23)

Criteria	Description	Indicator	Method Category	Method
4.1.2	The organizational leaders allocate adequate budgetary and financial resources to ensure programs and services are sustainable over the long term.	Sustained programs and services over the duration of their utility	FNHA Data Review	Review existing datasets and collect information related to: 1) The average length of program funding across the organization 2) The median length of program funding across the organization 3) The average length of position funding across the organization (permanent and temporary positions) 4) The median length of position funding across the organization (permanent and temporary positions)
4.1.3	The organizational leaders co-design the physical environments with First Nations peoples and communities who originate from the land or territory where the organization is located.	Infrastructure and capital projects that have incorporated consultation processes with local First Nations in respective project locations	Interview	Identify key informants in the organization and ask: 1) Do local First Nations co-design the physical environments for FNHA capital infrastructure? If so, how are they involved?
4.1.4	The organizational leaders provide culturally safe spaces that reflect First Nations, Métis, and Inuit values for First Nations, Métis, and Inuit clients, families, and workforce members to gather.	Purpose-designed spaces within FNHA offices and facilities that reflect First Nations values	Interview	Identify key informants in the organization and ask: 1) How much physical space in FNHA offices (including regional offices) is dedicated for the workforce and clients to gather? 2) What proportion of nursing stations and FNHA-run health centres have spaces for people to gather that reflect First Nations values?
4.1.4	The organizational leaders provide culturally safe spaces that reflect First Nations, Métis, and Inuit values for First Nations, Métis, and Inuit clients, families, and workforce members to gather.	Staff opinion regarding the availability of purpose-designed spaces within FNHA offices and facilities that reflect First Nations values	Survey	Survey questions to all staff: 1) The FNHA has culturally safe gathering spaces accessible to me that reflect First Nations values. (Strongly Agree to Strongly Disagree) 2) The FNHA has culturally safe gathering spaces accessible to clients and families that reflect First Nations values. (Strongly Agree to Strongly Disagree)

Criteria	Description	Indicator	Method Category	Method
5.1.1	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to implement an anti-racism and discrimination policy.	An anti-racism and discrimination policy and evidence that First Nations people and communities were collaborators in the development of the policy	Policy/Document Review	Identify a dedicated anti-racism and discrimination policy or statements from other policies that are related to anti-racism and discrimination. Review the policies for evidence of collaboration with First Nations people and communities, determine the mechanisms to implement the policy, and assess alignment with the criterion guidelines.
5.1.2	The organizational leaders collaborate with unions and regulatory bodies to develop collective or other applicable employment agreements that outline the procedures to address Indigenous-specific racism and discrimination in the workplace, in accordance with the organization's anti-racism and discrimination policy.	Collective or employment agreements containing provisions regarding the handling of Indigenous-specific racism and that these provisions were developed in collaboration with union leaders and regulatory bodies	Interview	Identify key informants in the organization and ask: 1) Is there currently a clause or provision within the FNHA's collective or other employment agreements that outline specific procedures that address Indigenous-specific racism and discrimination in the workplace? 2) If so, what are they and please describe the procedure or process? How was the clause/provision created/determined? Who was a part of determining this provision? 3) If so, in what ways are these clauses/provisions aligned with FNHA's Respectful Workplace Policy?
5.1.3	The organizational leaders implement protocols to protect individuals from negative consequences when an individual reports an incident of direct or indirect Indigenous-specific racism and discrimination associated with the organization.	Policies or protocols that protect reporters of Indigenous-specific racism associated with FNHA	Interview	Identify key informants in the organization and ask: 1) Does the FNHA have protocols to protect those who bring forward complaints? If so, what are they? 2) How are direct and indirect racism defined within those protocols (or in other documents)?

Criteria	Description	Indicator	Method Category	Method
5.1.4	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to ensure the anti-racism and discrimination policy defines and applies a spectrum of consequences for Indigenous-specific racism and discrimination, in accordance with the organization's collective and other employment agreements.	Presence and description of the spectrum of consequences for Indigenous-specific racism and discrimination within the anti-racism and discrimination policy, collective and employment agreements	Policy/Document Review	Identify policies related to anti-racism and discrimination, and workplace misconduct; and collective and employment agreements. Review the policies and documents to determine the consequences of a breach of the FNHA's anti-racism and discrimination policies.
5.1.4	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to ensure the anti-racism and discrimination policy defines and applies a spectrum of consequences for Indigenous-specific racism and discrimination, in accordance with the organization's collective and other employment agreements.	Presence and description of the spectrum of consequences for Indigenous-specific racism and discrimination within the anti-racism and discrimination policy, and in collective and employment agreements	Interview	Identify key informants in the organization and ask: 1) Are consequences for Indigenous-specific racism and discrimination outlined in collective agreements or employment agreements at the FNHA? 2) If so, what are the consequences as outlined in the agreements? 3) If so, please describe how “Indigenous-specific racism and discrimination” is defined in the agreements? 4) If so, how was this definition determined? 5) If so, how were the consequences determined? 6) If so, who was involved in determining the definition and the consequences? 7) If so, how are these consequences applied to identified situations of Indigenous-specific racism and discrimination?
5.1.5	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to implement procedures to respond to incidents of Indigenous-specific racism and discrimination in a timely and transparent manner.	Average turnaround time from time of incident report to first contact with client	FNHA Data Review	Review existing datasets and collect information related to: 1) Average and median times from contact to follow-up for cases related to Indigenous-specific racism in FNHA facilities in the previous year (2022)

Criteria	Description	Indicator	Method Category	Method
5.1.5	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to implement procedures to respond to incidents of Indigenous-specific racism and discrimination in a timely and transparent manner.	Procedures to respond to incidents of Indigenous-specific racism and discrimination, with a focus on timeliness and transparency	Interview	Identify key informants in the organization and ask: 1) What is the procedure to respond to incidents of Indigenous-specific racism? 2) How is this process transparent and accountable to the person who experiences harm? 3) How is this process timely? 4) What does timely mean in this context? 5) How is this process tracked and reported to FNHA leadership? 6) Have these procedures actually been applied in these events?
5.1.5	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to implement procedures to respond to incidents of Indigenous-specific racism and discrimination in a timely and transparent manner.	Collaborative processes with First Nations people and communities in the development of response procedures to incidents of Indigenous-specific racism and discrimination	Interview	Identify key informants in the organization and ask: 1) In what ways were First Nations people and communities involved in the creation of procedures to respond to instances of Indigenous-specific racism and discrimination?
5.1.6	The organizational leaders incorporate competency requirements related to anti-racism and cultural safety and humility into the organization's recruitment and selection procedures.	Hiring policies and procedures that incorporate competency requirements related to anti-racism and cultural safety	Interview	Identify key informants in the organization and ask: 1) How are competency requirements related to anti-racism and cultural safety and humility embedded into the recruitment and selection process of candidates? 2) Are there requirements for a basic understanding of Indigenous rights, protocols and practices? 3) In what ways are these competencies incorporated into position descriptions and job postings and procedures to recruit and select candidates?

Criteria	Description	Indicator	Method Category	Method
5.1.7	The organizational leaders define the roles, responsibilities, and accountabilities of the workforce to create safe spaces for First Nations, Métis, and Inuit peoples and uphold anti-racism and cultural safety and humility principles in the workplace.	Roles, responsibilities and accountabilities toward creating safe spaces for First Nations people	Interview	Identify key informants in the organization and ask: 1) How does the FNHA uphold and communicate cultural safety and humility and anti-racism principles in the workplace? 2) How does the FNHA communicate roles, responsibilities and accountabilities to create safe spaces in the workplace?
5.1.7	The organizational leaders define the roles, responsibilities, and accountabilities of the workforce to create safe spaces for First Nations, Métis, and Inuit peoples and uphold anti-racism and cultural safety and humility principles in the workplace.	Staff opinion regarding roles, responsibilities and accountabilities toward creating safe spaces for First Nations people	Survey	Survey questions to all staff: 1) The FNHA upholds and communicates Indigenous-specific anti-racism and cultural safety and humility principles in the workplace. (Strongly Agree to Strongly Disagree) 2) The FNHA communicates roles, responsibilities and accountabilities to create safe spaces in the workplace. (Strongly Agree to Strongly Disagree)
5.1.8	The organizational leaders publicly share the organization's anti-racism and cultural safety and humility policies, including the anti-racism and discrimination policy.	A public sharing pathway for the FNHA's anti-racism and cultural safety and humility policies	Interview	Identify key informants in the organization and ask: 1) Has the FNHA publicly shared the organization's anti-racism and cultural safety and humility policies?
5.2.1	The organizational leaders provide an orientation to the workforce on the organization's anti-racism and cultural safety and humility policies and commitments.	Orientation policies and procedures that include orientation to the FNHA's anti-racism and cultural safety and humility policies and commitments	Interview	Identify key informants in the organization and ask: 1) How do the FNHA's onboarding and orientation processes include information regarding the organization's anti-racism and cultural safety and humility policies and commitments?

Criteria	Description	Indicator	Method Category	Method
5.2.2	The organizational leaders provide regular, mandatory anti-racism and cultural safety and humility education and training to the workforce.	Frequency and schedule of mandatory anti-racism and cultural safety and humility education or training	Interview	Identify key informants in the organization and ask: 1) Is mandatory cultural safety and humility and anti-racism training required for employment at FNHA? 2) How regularly are mandatory trainings on cultural safety and humility and anti-racism provided? 3) What process is used to determine the frequency and content of the trainings? 4) Are First Nations partners included in the planning process for cultural safety and humility and anti-racism trainings? If so, how?
5.2.3	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to ensure the organization's anti-racism and cultural safety and humility education and training incorporates the views, protocols, experiences, and contexts of local First Nations, Métis, and Inuit peoples and communities in a culturally safe way.	Engagement with First Nations people and communities when developing the FNHA's anti-racism, and cultural safety and humility education and training programming	Interview	Identify key informants in the organization and ask: 1) How are First Nations people included in creating anti-racism and cultural safety and humility education and training programs? 2) How are local First Nations views, protocols, experiences and contexts included in training in a culturally safe way?
5.2.4	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to regularly evaluate the effectiveness of the organization's anti-racism and cultural safety and humility education and training.	Engagement with First Nations people and communities when developing evaluation strategies for the FNHA's anti-racism and cultural safety and humility education and training programming	Interview	Identify key informants in the organization and ask: 1) Have First Nations people and communities been involved and engaged in the development of evaluation strategies for the FNHA's anti-racism and cultural safety and humility education and training? If so, how? 2) How are cultural safety and humility and anti-racism trainings evaluated? 3) At what frequency are they evaluated?

Criteria	Description	Indicator	Method Category	Method
5.2.5	The organizational leaders maintain records of each workforce member's completion of the anti-racism and cultural safety and humility orientation, education, and training.	Record maintenance policies and procedures regarding FNHA employee completion of anti-racism and cultural safety and humility orientation, education and training	FNHA Data Review	Review existing datasets and collect information related to: 1) The proportion of employees who have completed orientation within three months of hire (specifically the anti-racism and cultural humility portion of orientation) in the previous year (2022) 2) The proportion of employees who have completed orientation within six months of hire (specifically the anti-racism and cultural humility portion of orientation) in the previous year (2022)
5.3.1	The organizational leaders implement processes that enable the workforce to develop cultural safety and humility through ongoing learning and critical self-reflection.	Staff opinion regarding processes that enable the ongoing learning and critical self-reflection of FNHA employees' cultural safety and humility	Survey	Survey questions to all staff: 1) The FNHA provides me with adequate resources and opportunities to learn and grow in the area of cultural safety and humility. (Strongly Agree to Strongly Disagree) 2) I have time during work hours to participate in ongoing learning and critical self-reflection in regard to cultural safety and humility. (Strongly Agree to Strongly Disagree) Survey questions to managers: 1) I support and actively promote opportunities for ongoing learning and critical self-reflection with my team (for example, your team's performance partnership goals regarding cultural safety and humility). (Strongly Agree to Strongly Disagree)
5.3.1	The organizational leaders implement processes that enable the workforce to develop cultural safety and humility through ongoing learning and critical self-reflection.	A process that enables the ongoing learning and critical self-reflection of FNHA employees' cultural safety and humility	Interview	Identify key informants in the organization and ask: 1) What is the FNHA's process for enabling its workforce to develop in the area of cultural safety and humility through ongoing learning and critical self reflection? 2) What resources and opportunities does the FNHA provide its workforce to learn and grow in the area of cultural safety and humility?

Criteria	Description	Indicator	Method Category	Method
5.3.2	The organizational leaders require the workforce to establish performance and learning objectives related to anti-racism and cultural safety and humility, as part of their performance appraisal.	Performance and learning objectives incorporate anti-racism and cultural safety and humility as part of performance review	Interview	Identify key informants in the organization and ask: 1) Does the FNHA require cultural safety and humility and anti-racism learning objectives as part of performance partnerships?
5.3.3	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to provide the workforce with opportunities for mentorship and exposure to community experiences and community interactions that promote recognition of, and respect for, First Nations, Métis, and Inuit rights, cultural values, protocols, and traditional medicines.	Collaboration with First Nations people and communities to provide mentorship opportunities for FNHA employees about engaging in respectful, reflective and collaborative practice	Interview	Identify key informants in the organization and ask: 1) Does the FNHA facilitate opportunities for FNHA staff to participate with and experience First Nations communities? 2) What are the opportunities and community experiences available for FNHA staff? 3) In what ways does the FNHA collaborate with First Nations peoples and communities to create these opportunities? 4) How do these opportunities promote the recognition of, and respect for, First Nations rights, cultural values and protocols?
5.3.3	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to provide the workforce with opportunities for mentorship and exposure to community experiences and community interactions that promote recognition of, and respect for, First Nations, Métis, and Inuit rights, cultural values, protocols, and traditional medicines.	Staff opinion regarding the availability of mentorship opportunities for FNHA employees	Survey	Survey questions to all staff: 1) I have been provided with mentorship opportunities that promote First Nations cultural values, protocols or traditional medicines. (Strongly Agree to Strongly Disagree) 2) I have been provided the time and opportunity to attend gatherings and events in or with First Nations communities. (Strongly Agree to Strongly Disagree)

Criteria	Description	Indicator	Method Category	Method
5.4.1	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to identify First Nations, Métis, and Inuit workforce goals and objectives, including ensuring the workforce is representative of the population served.	Proportion of the workforce self-identifying as Indigenous and retention-related statistics	FNHA Data Review	Review existing datasets and collect information related to: 1) The proportion of the workforce self-reporting Indigenous identity 2) The proportion of the outgoing workforce self-reporting Indigenous identity in the previous year (2022)
5.4.1	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to identify First Nations, Métis, and Inuit workforce goals and objectives, including ensuring the workforce is representative of the population served.	Engagement with First Nations communities to enhance Indigenous representation in the workforce and meet workforce goals and objectives	Interview	Identify key informants in the organization and ask: 1) What are the FNHA's goals and objectives regarding ensuring the workforce is representative of the populations served? 2) How are BC First Nations and First Nations in BC identified within the goals? 3) How has the FNHA worked with communities and First Nations people to set representative workforce goals?
5.4.2	The organizational leaders collaborate with First Nations, Métis, and Inuit professionals who have expertise in cultural safety and humility and education to develop a fair, equitable, and inclusive workforce development plan or strategy.	Collaboration with Indigenous professionals to develop strategies for an inclusive workforce	Interview	Identify key informants in the organization and ask: 1) Does the FNHA collaborate with BC First Nations and Indigenous professionals for the purpose of developing strategies for inclusive workforce? 2) How are inclusive workforce priorities determined (is it fair, equitable and inclusive?)
5.4.2	The organizational leaders collaborate with First Nations, Métis, and Inuit professionals who have expertise in cultural safety and humility and education to develop a fair, equitable, and inclusive workforce development plan or strategy.	An inclusive workforce policy/strategy	Interview	Identify key informants in the organization and ask: 1) Does a policy exist regarding a representative workforce?

Criteria	Description	Indicator	Method Category	Method
5.4.3	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to gather data and information that can be used to regularly inform, monitor, and evaluate the achievement of the First Nations, Métis, and Inuit workforce strategy goals and objectives.	Data and information pathways used to enhance Indigenous representation in the workforce	Interview	Identify key informants in the organization and ask: 1) What data are regularly gathered that inform, monitor and evaluate the achievement of the First Nations, Métis and Inuit workforce strategy and goals?
5.4.4	The organizational leaders ensure the First Nations, Métis, and Inuit workforce strategy includes plans for First Nations, Métis, and Inuit recruitment, retention, professional development, and mentorship.	A workforce strategy that includes plans for First Nations, Métis and Inuit recruitment, retention, professional development and mentorship	Policy/Document Review	Identify the First Nations, Métis and Inuit workforce strategy. Review the strategy to ensure that it includes plans for First Nations, Métis and Inuit recruitment, retention, professional development and mentorship.
5.4.5	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, organizations, and service providers to identify Elders, Healers, and Knowledge Keepers who are recognized by their communities.	Collaboration with First Nations communities to identify Elders, Knowledge Keepers and Healers who are recognized by their communities	Interview	Identify key informants in the organization and ask: 1) How do you identify which Elders, Knowledge Keepers and Healers are recognized by their communities for the purposes of doing cultural activities with the FNHA?
5.4.5	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, organizations, and service providers to identify Elders, Healers, and Knowledge Keepers who are recognized by their communities.	Collaboration with First Nations communities to identify Elders, Knowledge Keepers and Healers who are recognized by the community	Interview	Identify key informants in the organization and ask: 1) How does the FNHA collaborate with First Nations communities to identify Elders, Knowledge Keepers and Healers who are recognized by their community? This includes urban and away from home communities.

Criteria	Description	Indicator	Method Category	Method
5.4.6	The organizational leaders acknowledge the expertise of Elders, Healers, and Knowledge Keepers by integrating them into the team.	Staff opinion regarding the incorporation of Knowledge Keepers, Healers and Elders in teams	Survey	Survey questions to all staff: 1) My team integrates Elders, Healers and Knowledge Keepers in our work. (Strongly Agree to Strongly Disagree)
5.4.7	The organizational leaders adequately compensate Elders, Healers, and Knowledge Keepers for their work.	Dedicated budgets for honoraria and cultural activities	Interview	Identify key informants in the organization and ask: 1) Is there a dedicated budget for honoraria and cultural activities? 2) If so, what have these budgets been over the last five years and how have they changed over time? 3) If so, does this budget including a budget for incidentals like food and tea for working with Elders, Knowledge Keepers and Healers and other items that are needed? 4) How are rates determined for the inclusion of peers involved in our work?
5.4.7	The organizational leaders adequately compensate Elders, Healers, and Knowledge Keepers for their work.	Perceptions of staff, who are using honoraria in their work, regarding the adequacy of compensation	Interview	Identify key informants in the organization and ask: 1) Do you feel that the honoraria that FNHA pays are adequate?
5.4.7	The organizational leaders adequately compensate Elders, Healers, and Knowledge Keepers for their work.	"Adequacy" of an honorarium policy or other compensation policy or agreement	Interview	Identify key informants in the organization and ask: 1) Does an honorarium policy exist? 2) What are the amounts, and are they equitable compared to other organizations, such as UBC? 3) Are there conditions attached to the honorarium, and are there barriers to receiving an honorarium? 4) Is the policy shared with the recipient?
5.4.7	The organizational leaders adequately compensate Elders, Healers, and Knowledge Keepers for their work.	"Adequacy" of an honorarium policy or other compensation policy or agreement	Policy/Document Review	Identify policies regarding the disbursement of honoraria. Review the policy for alignment with the criterion guidelines.

Criteria	Description	Indicator	Method Category	Method
5.4.8	The organizational leaders engage Elders, Healers, and Knowledge Keepers to provide cultural programs and services to First Nations, Métis, and Inuit peoples, communities, and the workforce.	Inclusion of Knowledge Keepers, Elders and Healers in cultural activities delivered to the FNHA workforce	Interview	Identify key informants in the organization and ask: 1) Does the FNHA include Elders, Healers and Knowledge Keepers in cultural programs, activities and services? 2) What are some examples where this has been done well? 3) What are some areas where the FNHA can improve the inclusion of Knowledge Keepers, Elders and Healers?
5.4.8	The organizational leaders engage Elders, Healers, and Knowledge Keepers to provide cultural programs and services to First Nations, Métis, and Inuit peoples, communities, and the workforce.	Inclusion of Knowledge Keepers, Elders and Healers in cultural programs delivered via FNHA services	Interview	Identify key informants in the organization and ask: 1) How are Elders, Knowledge Keepers and Healers included in the development of the programs, services and cultural activities of your team's work?
5.4.9	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities, organizations, and service providers to facilitate access to programs and services that support First Nations, Métis, and Inuit workforce members who are experiencing trauma, racism, and discrimination in their personal or professional lives.	Services specifically for Indigenous employees to access support regarding trauma and racism discrimination	Policy/Document Review	Identify resources available to Indigenous workforce members. Review the scope of these resources for alignment with the criterion guidelines.
5.4.9	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities, organizations, and service providers to facilitate access to programs and services that support First Nations, Métis, and Inuit workforce members who are experiencing trauma, racism, and discrimination in their personal or professional lives.	Staff opinion regarding their comfort with and knowledge of referral pathways for Indigenous employees to access existing employee support services	Survey	Survey questions to all staff who identify as Indigenous: 1) I am aware of programs and services available through the FNHA to support me in my work or personal life if experiencing trauma, racism and discrimination. (Strongly Agree to Strongly Disagree) 2) I am comfortable accessing programs and services available through the FNHA to support me in my work or personal life if experiencing trauma, racism and discrimination. (Strongly Agree to Strongly Disagree)

Criteria	Description	Indicator	Method Category	Method
5.4.10	The organizational leaders ensure the organization's human resources policies and practices are respectful of and responsive to First Nations, Métis, and Inuit rights, values, protocols, and practices	Inclusion of Indigenous rights, values, protocols and practice in human resources policies	Interview	Identify key informants in the organization and ask: 1) We are trying to determine how the FNHA's human resources policies and practices are respectful and responsive to First Nations rights, values, protocols and practices. Could you describe for us the processes that the Human Resources department undertook to develop its human resources policies?
5.4.10	The organizational leaders ensure the organization's human resources policies and practices are respectful of and responsive to First Nations, Métis, and Inuit rights, values, protocols, and practices	Organizational leaders working in partnership with First Nations, Métis and Inuit communities to review the organization's human resources policies and practices to ensure they are responsive to and respectful of the First Nations, Métis and Inuit workforce and First Nations, Métis and Inuit peoples and communities' priorities and values, and that the policies support First Nations, Métis and Inuit workforce growth and advancement throughout the organization	Interview	Identify key informants in the organization and ask: 1) What does it look like to be responsive and respectful to First Nations priorities, values, policies and rights? 2) How have you worked with First Nations communities to review the FNHA's human resources policies and practices to ensure they are responsive and respectful of First Nations priorities and values, and that they support the development of an Indigenous workforce?

Criteria	Description	Indicator	Method Category	Method
5.4.11	The organizational leaders establish mechanisms for First Nations, Métis, and Inuit workforce members to provide confidential feedback about the organization's human resources policies and practices, with protection from negative consequences.	A confidential mechanism for Indigenous FNHA employees to provide feedback on FNHA human resources policies and practices	Interview	Identify key informants in the organization and ask: 1) What is the mechanism for Indigenous workforce members to confidentially provide feedback on the organization's human resources policies and procedures? 2) How are those that provide feedback protected from negative consequences?
6.1.1	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities and the workforce to design culturally safe processes to report on the quality and safety of the organization's services.	A process across FNHA that ensures reports are received in a culturally safe way	Interview	Identify key informants in the organization and ask: 1) What processes are in place to ensure reports on the quality and safety of the FNHA's services are received in a culturally safe way? 2) How do these processes ensure cultural safety and humility?
6.1.2	The organizational leaders ensure the processes to report on the quality and safety of the organization's services include a safe and confidential option to self-identify as First Nations, Métis, or Inuit.	A policy or procedure regarding the collection of Indigenous self-identifiers as part of the compliments and complaints process	Policy/Document Review	Identify key informants in the organization and ask: 1) Does the Quality Care and Safety Office have a policy or procedure regarding the collection of First Nations, Métis and Inuit identifiers in a confidential way? 2) If so, is this option used regularly in practice? Review the policy or procedure for alignment with the criterion guidelines.
6.1.3	The team ensures First Nations, Métis, and Inuit clients are informed about how to access the organization's process to report on the quality and safety of its services.	Efforts to increase community awareness of the complaints and compliments process	FNHA Data Review	Review existing datasets and collect information related to: 1) The number of social media impressions on campaigns related to the Quality Care and Safety Office in the previous year (2022)

Criteria	Description	Indicator	Method Category	Method
6.1.3	The team ensures First Nations, Métis, and Inuit clients are informed about how to access the organization's process to report on the quality and safety of its services.	Processes to ensure that clients are informed regarding the mechanism to report on the quality and safety of FNHA services	Interview	Identify key informants in the organization and ask: 1) What has been done to ensure that clients are aware of the complaints and compliments process and can access this service?
6.1.4	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to use their feedback in culturally safe ways that will improve the quality of the organization's services.	Collaborative processes to use feedback in culturally safe ways to improve the quality of services	Interview	Identify key informants in the organization and ask: 1) How do you gather feedback from communities regarding their experiences with FNHA program and services? 2) How is that feedback used in culturally safe ways to improve the quality of the programs and services?
6.1.5	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to design culturally safe processes to manage and learn from safety incidents.	Incorporation of proper protocols to ensure First Nations people are respected and honoured in culturally safe ways through the safety incident management processes	Interview	Identify key informants in the organization and ask: 1) What steps in the safety incident management process are put in place to ensure First Nations people are included, honoured and respected? 2) How do these steps promote cultural safety and humility in the safety incident management process?
6.1.6	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, and organizations to incorporate recognition of the harms caused by Indigenous-specific racism into the organization's safety incident reporting and management processes.	Policies or protocols to respond to incidents of racism and discrimination as safety incidents	Policy/Document Review	Identify policies or protocols detailing the complaints and compliments processes. Review the policy to determine if incidents of racism and discrimination are explicitly stated as safety incidents, and review for alignment with the criterion guidelines.

Criteria	Description	Indicator	Method Category	Method
6.1.7	The organizational leaders prioritize safety incidents related to Indigenous-specific racism and discrimination, in accordance with its anti-racism and discrimination policy.	Prioritization of safety incidents related to Indigenous-specific racism and discrimination in anti-racism and discrimination policies	Policy/Document Review	Identify anti-racism and discrimination policies or components of policies addressing anti-racism and discrimination. Review the policies to determine if and how safety incidents related to Indigenous-specific racism and discrimination are prioritized, and review for alignment with the criterion guidelines.
6.1.7	The organizational leaders prioritize safety incidents related to Indigenous-specific racism and discrimination, in accordance with its anti-racism and discrimination policy.	Prioritization of safety incidents related to Indigenous-specific racism and discrimination in anti-racism and discrimination policies	Interview	Identify key informants in the organization and ask: 1) How are safety incidents related to Indigenous-specific racism and discrimination prioritized?
6.1.7	The organizational leaders prioritize safety incidents related to Indigenous-specific racism and discrimination, in accordance with its anti-racism and discrimination policy.	Staff opinion regarding the efficacy of policy and leadership in prioritizing incidents of Indigenous-specific racism and discrimination	Survey	Survey questions to all staff who identify as Indigenous: 1) FNHA leaders demonstrate that cultural safety is a priority. (Strongly Agree to Strongly Disagree) 2) FNHA leaders demonstrate a safe process for addressing Indigenous-specific racism and discrimination. (Strongly Agree to Strongly Disagree)
6.1.8	The organizational leaders provide the workforce with education and training about how to receive and manage, in culturally safe ways, reports from First Nations, Métis, and Inuit peoples and communities on the quality and safety of the organization’s services.	Provision of training to promote awareness among staff regarding how to report and manage feedback or concerns from clients in culturally safe ways	FNHA Data Review	Review existing datasets and collect information related to: 1) The number of trainings provided or facilitated by the Cultural Safety and Humility or Human Resources teams regarding how to receive and manage reports regarding the quality and safety of the organization's services in the previous year (2022) 2) The approximate number of FNHA staff or approximate coverage of FNHA staff by the trainings in the previous year (2022)

Criteria	Description	Indicator	Method Category	Method
6.1.8	The organizational leaders provide the workforce with education and training about how to receive and manage, in culturally safe ways, reports from First Nations, Métis, and Inuit peoples and communities on the quality and safety of the organization's services.	Staff opinion regarding their training on how to report and manage feedback or concerns from clients in culturally safe ways	Survey	Survey questions to all staff who identify as Indigenous: 1) I have the training necessary to appropriately respond to concerns regarding the quality and safety of FNHA services. (Strongly Agree to Strongly Disagree)
6.1.9	The organizational leaders share positive feedback from First Nations, Métis, and Inuit peoples and communities with the workforce to promote good practice and build a culture of quality and safety.	Regular sharing of compliments with staff that have been received from clients and communities	Interview	Identify key informants in the organization and ask: 1) How many times have instances of positive feedback been shared back with relevant departments within the FNHA in the last year?
6.1.9	The organizational leaders share positive feedback from First Nations, Métis, and Inuit peoples and communities with the workforce to promote good practice and build a culture of quality and safety.	A procedure to share compliments with staff that have been received from clients and communities	Interview	Identify key informants in the organization and ask: 1) Is there a policy/procedure regarding the sharing of compliments? If yes, what does it entail? 2) How does your team share compliments from communities with staff?
6.1.9	The organizational leaders share positive feedback from First Nations, Métis, and Inuit peoples and communities with the workforce to promote good practice and build a culture of quality and safety.	Staff opinion regarding the sharing of positive feedback and the frequency of this sharing	Survey	Survey questions to all staff who identify as Indigenous: 1) The FNHA shares positive feedback received from the communities we serve. (Strongly Agree to Strongly Disagree) 2) The FNHA promotes a culture of quality and safety through sharing and celebrating successes. (Strongly Agree to Strongly Disagree)

Criteria	Description	Indicator	Method Category	Method
6.1.10	The organizational leaders incorporate First Nations, Métis, and Inuit peoples' rights, cultural protocols, practices, and approaches to addressing harm into the organization's safety incident management processes.	Incorporation of Indigenous people's rights, cultural protocols, practices and approaches to addressing harm as part of the Compliments and Complaints, and Hailcista reporting systems	Interview	Identify key informants in the organization and ask: 1) How are Indigenous people's rights, cultural protocols, practices and approaches to addressing harm incorporated in the Compliments and Complaints, and Hailcista reporting systems and pathways?
6.1.11	The organizational leaders facilitate access for First Nations, Métis, and Inuit peoples, communities, and workforce members to the jurisdictional ombudsperson, or equivalent, to provide support to address complaints of Indigenous-specific racism.	A pathway through which the FNHA can facilitate First Nations people, communities and workforce members in contacting the ombudsperson or equivalent to address complaints of Indigenous-specific racism	Interview	Identify key informants in the organization and ask: 1) How are community members and clients supported to address complaints of Indigenous-specific racism?
6.1.11	The organizational leaders facilitate access for First Nations, Métis, and Inuit peoples, communities, and workforce members to the jurisdictional ombudsperson, or equivalent, to provide support to address complaints of Indigenous-specific racism.	A pathway through which the FNHA can facilitate First Nations people, communities and workforce members in contacting the ombudsperson or equivalent to address complaints of Indigenous-specific racism	Policy/Document Review	Identify links to information regarding the Quality Care and Safety Office on the public FNHA website. Review the location of these links and the content regarding the Quality Care and Safety Office for alignment with the criterion guidelines.

Criteria	Description	Indicator	Method Category	Method
7.1.1	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to incorporate a holistic approach to health and wellness into the organization's models of care.	Collaborative processes with First Nations people and communities to incorporate holistic approaches to health and wellness in the FNHA's models of care	Interview	Identify key informants in the organization and ask: 1) How have you collaborated with First Nations people, communities, organizations and service providers to incorporate a holistic approach to health and wellness into programs and services at the FNHA?
7.1.1	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to incorporate a holistic approach to health and wellness into the organization's models of care.	Programming or services that incorporate holistic approaches to health and wellness	Interview	Identify key informants in the organization and ask: 1) How does your team incorporate holistic approaches to health and wellness in your services?
7.1.2	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, organizations, and service providers to design culturally safe programs and services to achieve First Nations, Métis, and Inuit health and wellness goals and objectives.	Collaborative processes with First Nations people and communities to design culturally safe programs and services	Interview	Identify key informants in the organization and ask: 1) How have you collaborated with First Nations people, communities, organizations and service providers to design culturally safe programs and services?
7.1.3	The organizational leaders and teams use a strengths-based approach to achieve First Nations, Métis, and Inuit clients' health and wellness goals.	Practices, supported by practice guidelines and record keeping, that incorporate strengths-based approaches	Interview	Identify key informants in the organization and ask: 1) How does your team incorporate strengths-based approaches? 2) Do you have policies, guidelines or documents that support this approach? 3) Are these strengths-based approaches recorded, such as in patients' charts or other medical records?

Criteria	Description	Indicator	Method Category	Method
7.1.4	The organizational leaders and teams integrate First Nations, Métis, and Inuit practitioners such as Elders, Healers, and Knowledge Keepers into First Nations, Métis, and Inuit client care plan at the client's request, to help the clients achieve their health and wellness goals.	Care provision staff opinion regarding their efforts to accommodate clients' requests to have First Nations practitioners involved in the care	Survey	Survey questions to all staff who work in care provision roles: 1) If requested by a client, I make every reasonable effort to incorporate First Nations practitioners (such as Elders, Healers or Knowledge Keepers) in the client's care plan. (Strongly Agree to Strongly Disagree)
7.1.4	The organizational leaders and teams integrate First Nations, Métis, and Inuit practitioners such as Elders, Healers, and Knowledge Keepers into First Nations, Métis, and Inuit client care plan at the client's request, to help the clients achieve their health and wellness goals.	Practice that consistently accommodates clients' requests to have First Nations practitioners involved in the care	Interview	Identify key informants in the organization and ask: 1) How do we incorporate First Nations practitioners (Elders, Healers, Knowledge Keepers, etc.) in care plans when requested by a client? 2) Are there any existing barriers to the incorporation of First Nations practitioners (Elders, Healers, Knowledge Keepers, etc.) in care plans?
7.1.5	The organizational leaders implement policies and procedures that support the provision of culturally safe virtual health and community outreach services for First Nations, Métis, and Inuit peoples and communities.	Provision of virtual care and community outreach services in culturally safe ways	Interview	Identify key informants in the organization and ask: 1) How does your team ensure that virtual services are provided in a culturally safe way? 2) Do you have policies and procedures that facilitate the cultural safety of care being delivered through your team? If so, what are they?
7.1.6	The organizational leaders implement policies and procedures that support the provision of culturally safe community outreach services for First Nations, Métis, and Inuit peoples and communities.	Provision of community outreach services in culturally safe ways	Interview	Identify key informants in the organization and ask: 1) Does your team provide community outreach services (in the client's home or close to home)? 2) How does your team ensure that the outreach services you are providing are done in a culturally safe way? 3) Do you have policies and procedures that facilitate the cultural safety of outreach services being delivered through your team? If so, what are they?

Criteria	Description	Indicator	Method Category	Method
7.2.1	The team establishes transparent, respectful, and reciprocally accountable relationships to support culturally safe care.	Care provision staff opinion regarding the provision of care through transparent, respectful and reciprocally accountable relationships	Survey	Survey questions to all staff who work in care provision roles: 1) We are all walking the path toward cultural safety and humility. Regarding client care, where are you on your journey toward establishing… … transparent relationships. … respectful relationships. … accountable relationships. ("Newly Exploring", "Growing", "Comfortable", "Skilled", "Champion")
7.2.2	The team ensures that First Nations, Métis, and Inuit clients have information about client rights and responsibilities when accessing health services.	Practices, supported by policies or procedures, to ensure service-providing teams inform clients of their rights and responsibilities	Interview	Identify key informants in the organization and ask: 1) Is there a policy that outlines how to ensure that Indigenous clients understand their rights and responsibilities when accessing health services? 2) Does this policy provide adequate information to clients regarding their rights and responsibilities? 3) Based on the stories you have heard from clients who access FNHA services, do you believe that this policy is being followed in a way that supports clients to fully understand their rights and responsibilities?
7.2.2	The team ensures that First Nations, Métis, and Inuit clients have information about client rights and responsibilities when accessing health services.	Communication materials (website, posters, campaigns, etc.) regarding client rights and responsibilities	Interview	Identify key informants in the organization and ask: 1) How does your team ensure that clients have information regarding their rights and responsibilities when accessing health services?

Criteria	Description	Indicator	Method Category	Method
7.2.3	The team assesses First Nations, Métis, and Inuit clients' health in a culturally safe and trauma- and violence-informed way.	The opinion of care provision staff regarding training practices that incorporate teachings related to culturally safe and trauma- and violence-informed assessment methods	Survey	Survey questions to all staff who work in care provision roles: 1) I have adequate training to assess Indigenous peoples health in a trauma-informed way. (Strongly Agree to Strongly Disagree) 2) I have adequate training to assess Indigenous peoples health in a violence-informed way. (Strongly Agree to Strongly Disagree) 3) I have adequate training to assess Indigenous peoples health in a culturally safe way. (Strongly Agree to Strongly Disagree)
7.2.4	The team takes a holistic approach to First Nations, Métis, and Inuit client care plans, to demonstrate respect for First Nations, Métis, and Inuit clients' values and rights, including their right to access cultural ceremonies, practices, and supports.	The opinion of care provision staff regarding holistic approaches taken in client care	Survey	Survey questions to all staff who work in care provision roles: 1) I take holistic approaches to care planning with clients that demonstrate respect for Indigenous worldviews, cultural ceremonies, practices and supports. (Strongly Agree to Strongly Disagree)
7.2.5	The team facilitates access to cultural practices, ceremonies, resources, and supports including Elders, Healers, and Knowledge Keepers as requested by the First Nations, Métis, and Inuit client.	Referrals to cultural supports	FNHA Data Review	Review existing datasets and collect information related to: 1) The number of clients referred to Elders, Healers and Knowledge Keepers in the previous year (2022) 2) The number of clients who request services of Elders, Healers and Knowledge Keepers in the previous year (2022)
7.2.5	The team facilitates access to cultural practices, ceremonies, resources, and supports including Elders, Healers, and Knowledge Keepers as requested by the First Nations, Métis, and Inuit client.	The opinion of care provision staff regarding the facilitation of access to cultural practices, ceremonies, resources and supports by care providers	Survey	Survey questions to all staff who work in care provision roles: 1) If requested by a client, I am able to facilitate access to cultural ceremonies, practices and supports (such as access to Elders, Healers or Knowledge Keepers). (Strongly Agree to Strongly Disagree)

Criteria	Description	Indicator	Method Category	Method
7.2.6	The team facilitates access to First Nations, Métis, and Inuit interpretation and accessibility services and support, as needed, to enable communication with the First Nations, Métis, and Inuit client at the point of care.	Availability of interpretation services	Interview	Identify key informants in the organization and ask: 1) Do we offer interpretation services? 2) Do we have a policy or procedure for providing interpretation services within our FNHA-delivered programs and services?
7.2.6	The team facilitates access to First Nations, Métis, and Inuit interpretation and accessibility services and support, as needed, to enable communication with the First Nations, Métis, and Inuit client at the point of care.	The opinion of care provision staff regarding the availability of interpretation services	Survey	Survey questions to all staff who work in care provision roles: 1) If requested by a client, I am able to facilitate access to interpretation services. (Strongly Agree to Strongly Disagree)
7.2.7	The team continually improves its health literacy skills through continuing professional education to ensure its members make well-informed decisions to help First Nations, Métis, and Inuit clients achieve their health and wellness goals.	Ongoing professional development and education for service providers	FNHA Data Review	Review existing datasets and collect information related to: 1) The number and proportion of staff in health service provision roles that have completed a professional education course in the previous year (2022) 2) The number and proportion of staff in health service provision roles that have completed a professional education course focused on First Nations health in the previous year (2022) 3) The number and proportion of staff in health service provision roles that have completed a professional education course focused on health communication, literacy or education in the previous year (2022)

Criteria	Description	Indicator	Method Category	Method
7.2.7	The team continually improves its health literacy skills through continuing professional education to ensure its members make well-informed decisions to help First Nations, Métis, and Inuit clients achieve their health and wellness goals.	The nature of ongoing professional development and education for service providers	Interview	Identify key informants in the organization and ask: 1) What is the nature of professional development opportunities being offered to FNHA employees regarding First Nations health? 2) How frequently are these opportunities being offered? 3) Similarly, what is the nature of professional development opportunities being offered to FNHA employees regarding effective communication with First Nations clients (health literacy)? 4) How frequently are these opportunities being offered?
7.2.7	The team continually improves its health literacy skills through continuing professional education to ensure its members make well-informed decisions to help First Nations, Métis, and Inuit clients achieve their health and wellness goals.	Funding dedicated to professional development of staff	Interview	Identify key informants in the organization and ask: 1) To what extent is the budget for professional development at the FNHA satisfactory to meeting the needs of staff to make well-informed decisions to help Indigenous clients achieve their health and wellness goals? 2) Is your department's professional development budget used each year? 3) What existing trainings surrounding health literacy are available and how do they allow for better health literacy that staff can use to support communities?
8.1.1	The organizational leaders adopt First Nations, Métis, and Inuit data governance protocols to collect, analyze, interpret, and release First Nations, Métis, and Inuit data.	Data governance policies and procedures that align with First Nations data governance protocols (i.e., OCAP)	Policy/Document Review	Identify policies and procedures addressing data governance. Review the policies and procedures for alignment with First Nations data governance protocols (i.e., OCAP), and alignment if and how safety incidents related to Indigenous-specific racism and discrimination are prioritized, and alignment with the criterion guidelines.
8.1.1	The organizational leaders adopt First Nations, Métis, and Inuit data governance protocols to collect, analyze, interpret, and release First Nations, Métis, and Inuit data.	Perspectives within the FNHA data landscape regarding how FNHA policies and practices align with First Nations data governance protocols (i.e., OCAP)	Interview	Identify key informants in the organization and ask: 1) Overall, do you feel that the FNHA is aligned with First Nations data governance protocols, such as OCAP? 2) Do you think there are areas where the FNHA can better align itself with First Nations data governance protocols, and, if so, how?

Criteria	Description	Indicator	Method Category	Method
8.1.2	The organizational leaders consult with First Nations, Métis, and Inuit peoples, communities, and organizations to ensure the organization's processes to identify, collect, and analyze First Nations, Métis, and Inuit data align with First Nations, Métis, and Inuit perspectives.	Perspectives within the FNHA data landscape regarding FNHA efforts to consult with Indigenous communities and organizations regarding the FNHA's alignment with Indigenous data governance protocols	Interview	Identify key informants in the organization and ask: 1) What processes are in place to identify, collect and analyze First Nations data that align with First Nations perspectives? 2) What conversations have you been involved in or aware of that have taken place between the FNHA and Indigenous communities or organizations regarding the FNHA's alignment with Indigenous data governance protocols such as OCAP?
8.2.1	The organizational leaders adhere to Chapter 9 of the Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans.	Policy alignment with TCPS Chapter 9	Policy/Document Review	Identify policies related to research, personal information and health data. Review the policies to determine alignment with TCPS Chapter 9 and with the criterion guidelines.
8.2.1	The organizational leaders adhere to Chapter 9 of the Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans.	Practical alignment with TCPS Chapter 9	Interview	The project team was unsure if the other indicators were sufficient to respond to this criterion, and a post hoc method was therefore added. A key informant was identified who provided the project team with a summary of the FNHA's alignment to this criterion and feedback was requested.
8.2.1	The organizational leaders adhere to Chapter 9 of the Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans.	Practical alignment with TCPS Chapter 9	Survey	Survey questions to all staff who work in roles involving research with First Nations people or communities as participants: 1) Have you completed TCPS2 Core training? (Yes, No) 2) Please rank your familiarity with TCPS2 Chapter 9 (Research Involving the First Nations, Inuit and Métis Peoples of Canada) from 1 (not familiar at all) to 10 (extremely familiar).

Criteria	Description	Indicator	Method Category	Method
8.2.2	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to design or adapt protocols or research agreements.	Collaborative processes with First Nations people and communities to design or adapt research protocols or agreements	Interview	Identify key informants in the organization and ask: 1) Are you aware of any existing research protocols or agreements that have been established between the FNHA and First Nations communities or organizations? 2) If so, what collaborative efforts were made between the FNHA and First Nations communities or organizations to establish these protocols or agreements?
8.2.3	The organizational leaders ensure the organization's research agenda responds to the priorities and contexts of First Nations, Métis, and Inuit peoples and communities.	Alignment of research agenda with First Nations priorities and context	Interview	Identify key informants in the organization and ask: 1) In your opinion, how well does the FNHA's current research agenda align with the priorities and contexts of First Nations people and communities? 2) How does the FNHA include First Nations people and communities in the FNHA's research agenda?
8.2.4	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to co-design and co-produce research that involves First Nations, Métis, and Inuit peoples and communities.	Collaborative processes with First Nations people and communities to co-design and co-produce research	Interview	Identify key informants in the organization and ask: 1) Are you aware of any FNHA research that has been co-designed and co-produced with First Nations people and communities? 2) If so, what was the role of First Nations people and communities in the research?
8.2.5	The organizational leaders compensate First Nations, Métis, and Inuit community members who are involved in data collection.	Fair and reasonable compensation, remuneration or incentivization for participation in data collection initiatives	Policy/Document Review	Identify policies related to the compensation of research participants. Review the policies to determine if the policy was reviewed with First Nations people and communities, if the policy has been updated to modern standards, and how the policy aligns with the criterion guidelines.
8.2.5	The organizational leaders compensate First Nations, Métis, and Inuit community members who are involved in data collection.	Fair and reasonable compensation, remuneration or incentivization for participation in data collection initiatives	Interview	Identify key informants in the organization and ask: 1) Do we have a policy to compensate individuals who participate in FNHA research? 2) Do we have a procedure to compensate individuals who participate in FNHA research? 3) What are our practices around involving First Nations community members in data collection processes?

Criteria	Description	Indicator	Method Category	Method
8.3.1	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to co-create an evaluation framework for the organization's anti-racism and cultural safety and humility initiatives.	Collaborative processes with First Nations partners to create an evaluation framework for anti-racism and cultural safety and humility initiatives	Interview	Identify key informants in the organization and ask: 1) Does the FNHA have a framework for the evaluation of anti-racism and cultural safety and humility initiatives? 2) If so, what efforts were made to collaborate with First Nations people and communities in its development?
8.3.2	The organizational leaders incorporate First Nations, Métis, and Inuit methodologies into the organization's cultural safety and humility evaluation framework.	Incorporation of Indigenous methodologies in the FNHA's evaluation framework for anti-racism and cultural safety and humility initiatives	Interview	Identify key informants in the organization and ask: 1) How are First Nations methodologies incorporated in evaluations of the organization's cultural safety and humility initiatives?
8.3.3	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to identify indicators that measure the impact of the organization's anti-racism and cultural safety and humility initiatives on the quality and safety of its First Nations, Métis, and Inuit health and wellness programs and services.	Indicators that measure the impact of cultural safety and humility initiatives on the quality and safety of FNHA programs and services	Interview	Identify key informants in the organization and ask: 1) Are there indicators that measure the impact of cultural safety and humility initiatives on the quality and safety of FNHA services? 2) If so, can you provide us a list of the indicators that measure the impact of cultural safety and humility initiatives on the quality and safety of FNHA services? 3) If so, how do these indicators measure the impact of cultural safety and humility initiatives on the quality and safety of FNHA programs and services?

Criteria	Description	Indicator	Method Category	Method
8.3.4	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples, communities, and organizations to collect anti-racism and cultural safety and humility indicator data in culturally safe ways and from sources recognized by First Nations, Métis, and Inuit peoples and communities.	Data collection methods take place in culturally safe ways, as developed with First Nations partners	Interview	Identify key informants in the organization and ask: 1) Does the FNHA collect indicator data on anti-racism and cultural safety? 2) If so, are these data collected in a culturally safe way? 3) If so, are these data collected from sources recognized by First Nations people and communities?
8.3.5	The organizational leaders collaborate with First Nations, Métis, and Inuit peoples and communities to use anti-racism and cultural safety and humility indicator data to regularly evaluate the organization's anti-racism and cultural safety and humility initiatives and to act on what is learned from the evaluation.	Anti-racism and cultural safety and humility indicator data are analyzed using methods developed in collaboration with First Nations partners	Interview	Identify key informants in the organization and ask: 1) Does the FNHA collect indicator data on its cultural safety and humility and anti-racism initiatives? 2) If so, how is this data used to evaluate the FNHA's cultural safety and humility and anti-racism initiatives? 3) If so, how are these evaluations used to improve cultural safety and humility and anti-racism initiatives?
8.3.6	The organizational leaders regularly update service design and delivery based on up-to-date health data from First Nations, Métis, and Inuit peoples and communities.	Service design and delivery plans are being revised based on up-to-date health data	Interview	Identify key informants in the organization and ask: 1) How are public health data being used to inform service design and delivery in the FNHA? 2) How does your team employ Indigenous ways of knowing and traditional knowledge systems in the production of public health data and information?

Criteria	Description	Indicator	Method Category	Method
8.3.7	The organizational leaders regularly report on the impact of the organization's anti-racism and cultural safety and humility initiatives to the governing body, senior leaders, the workforce, and First Nations, Métis, and Inuit peoples, communities, and partners.	Frequency of reporting of anti-racism and cultural safety and humility initiatives to each of the following: board of directors, senior leadership, FNHA all staff, and communities	Interview	Identify key informants in the organization and ask: 1) What impacts are reported in relation to Indigenous-specific anti-racism and cultural safety and humility work across the health care system? 2) How many times has the FNHA reported to the board on the impact of Indigenous-specific anti-racism and cultural safety and humility work in the past 12 months? 3) How many times has the FNHA reported to senior leaders on the impact of Indigenous-specific anti-racism and cultural safety and humility work in the past 12 months? 4) How many times has the FNHA reported to workforce on the impact of Indigenous-specific anti-racism and cultural safety and humility work in the past 12 months? 5) How many times has the FNHA reported to First Nations people, communities and partners on the impact of Indigenous-specific anti-racism and cultural safety and humility work in the past 12 months?
8.3.8	The organizational leaders demonstrate reciprocal accountability by participating in an inclusive and transparent process to evaluate established relationships and partnerships with First Nations, Métis, and Inuit peoples, communities, and organizations.	Inclusive and transparent process to evaluate partnerships and relationships with First Nations people, communities and organizations	Interview	Identify key informants in the organization and ask: 1) How are FNHA's established relationships and partnerships with First Nations communities and organizations evaluated? 2) How is the evaluation of these relationships and partnerships done with reciprocal accountability?