

# Reconciliation and Commitment to Action

## Reconciliation Action Plan



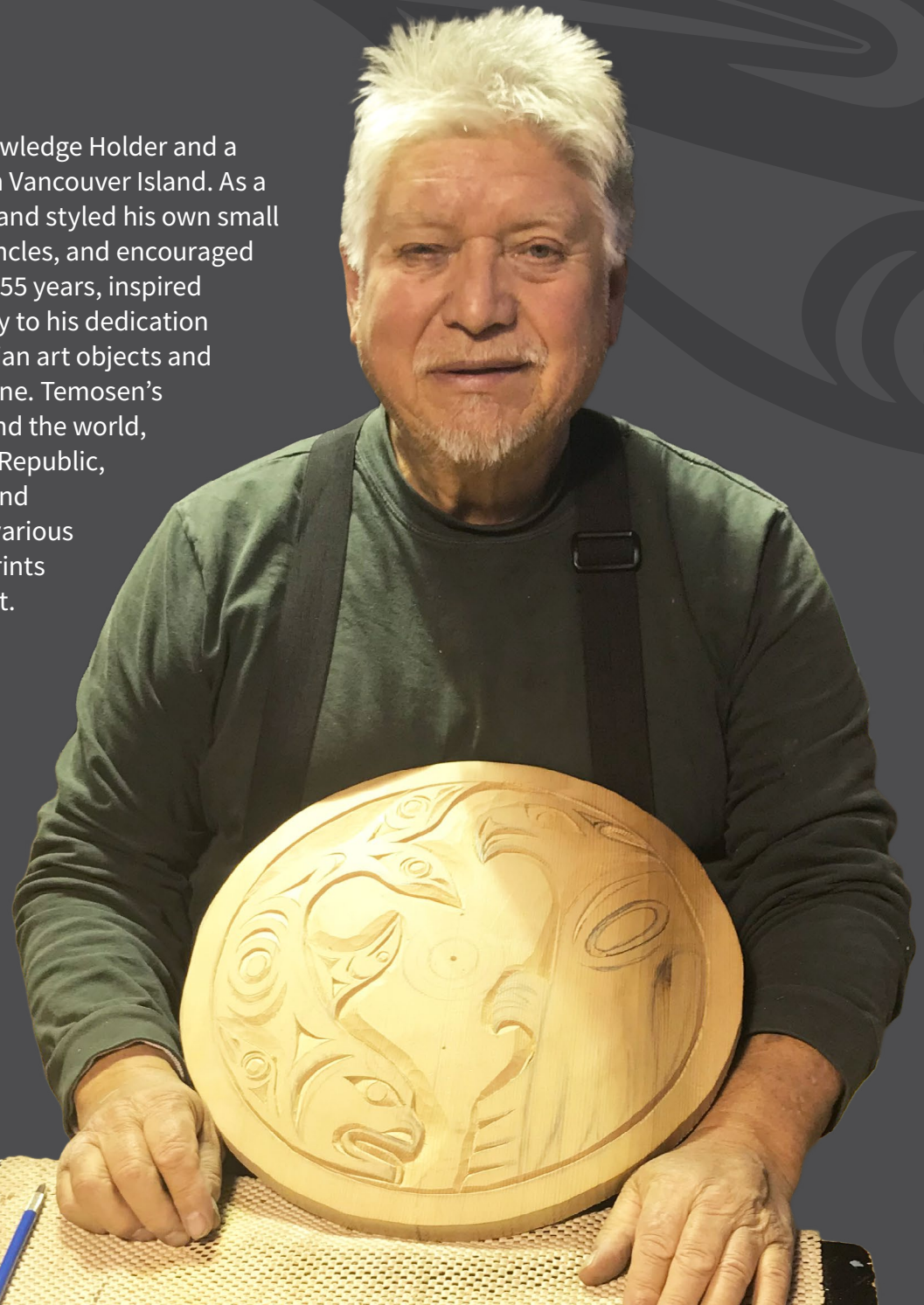
**Canadian  
Blood  
Services**

BLOOD  
PLASMA  
STEM CELLS  
ORGANS  
& TISSUES

## About the Artist and Elder

Temosen-THUT (Charles Elliott) is an Elder, a Traditional Knowledge Holder and a Coast Salish artist from the Tsartlip First Nation on Southern Vancouver Island. As a young artist, Temosen carved designs on cotton wood bark and styled his own small totem poles and model canoes, coached by his father and uncles, and encouraged by his mother. Art and wood carving have been his focus for 55 years, inspired by the love of his Salish art tradition. Temosen's works testify to his dedication to classic Coast Salish design as he recreates ancient utilitarian art objects and contemporary new works, all within the Coast Salish discipline. Temosen's work is in private and public collections in Canada and around the world, in countries such as China, Japan, Holland, Germany, Czech Republic, South America, British West Indies, United States, England and most Commonwealth countries. His work can be viewed at various public exhibitions throughout Victoria B.C. and his limited prints and commissions bought and arranged through a studio visit.

Temosen tells us that the artwork entitled "Hope Paddle" represents the messenger Raven, bringer of hope. This artwork has been gifted to Canadian Blood Services to use moving forward in our reconciliation journey with Indigenous peoples, communities and organizations. Learning together and keeping hope at the forefront will guide us on our journey toward building respectful relationships with Indigenous peoples and advancing reconciliation. The Hope Paddle imagery is woven into the fabric of this Reconciliation Action Plan and we are grateful to Temosen for his guidance in this regard. We will embrace hope as our guide moving forward.

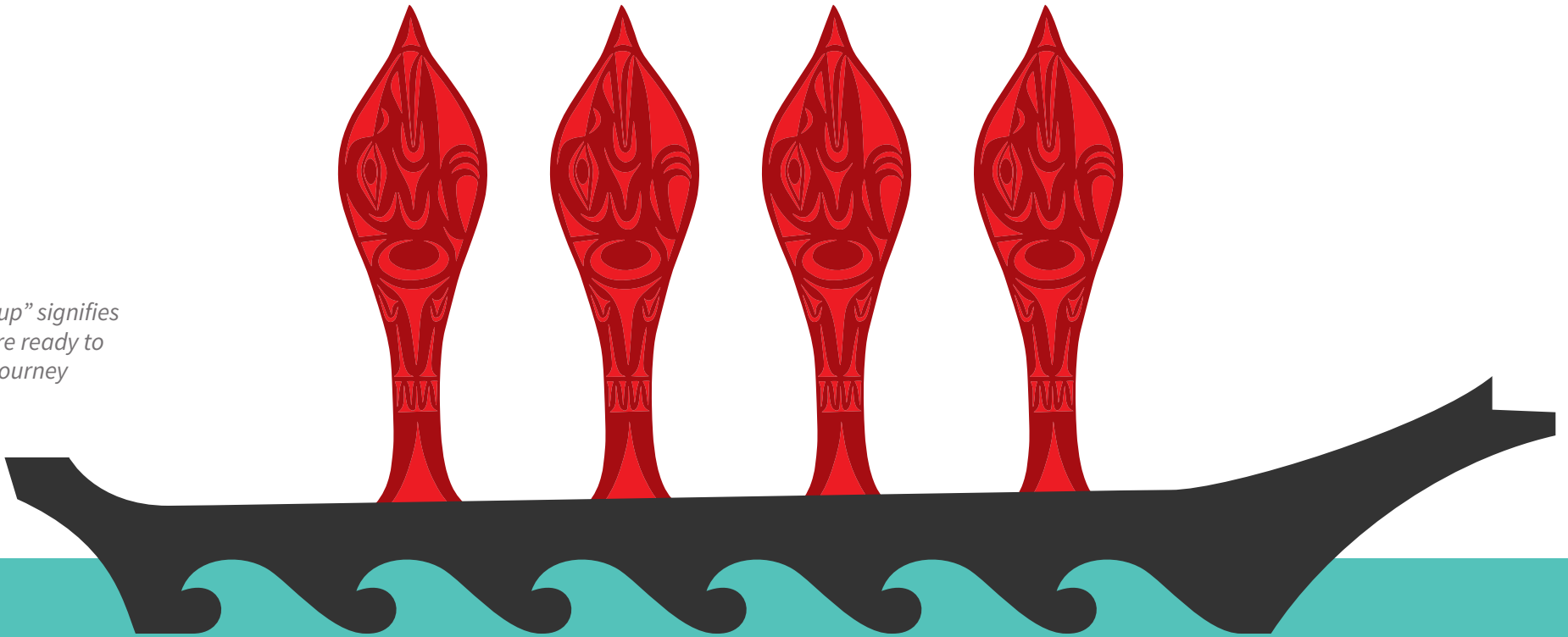


## Land Acknowledgements

We acknowledge that the work of Canadian Blood Services spans many Territories and Treaty areas across the country, and we are grateful for the Traditional Knowledge Keepers and Elders who have guided us in this important work.

We recognize the land and waters that have inspired our work and offer gratitude to those Indigenous peoples on whose territory we work, live and play.

*"Paddles up" signifies  
that we are ready to  
start the journey*





## Contributions

Quintessential Research Group (QRG) would like to acknowledge and express gratitude for being able to write this Reconciliation Action Plan on the traditional territories of the Lekwungen peoples, and the Songhees, Esquimalt and WSÁNEĆ Nations who have relationships to the place where QRG is located. This plan has been guided by the ongoing commitment and support from the executive leadership team at Canadian Blood Services. We are also grateful to the hundreds of Indigenous and non-Indigenous Canadian Blood Services employees who have graciously devoted their time and thoughts through town hall sessions, Reconciliation Action Circles and cultural awareness training, since 2020. All these people and their efforts have helped to centre the importance of this work at Canadian Blood Services now and into the future.





# Message from the CEO

Creating our Reconciliation Action Plan has been an inclusive process led by Indigenous peoples and communities and will guide Canadian Blood Services' vision for turning our commitments to Truth and Reconciliation into actions.

Our plan will serve as a roadmap and living document for how we intend to work and collaborate with Indigenous partners, donors, employees and communities.

As part of our commitments to reconciliation, we seek to address existing barriers and improve the representation of First Nations, Métis and Inuit peoples amongst our donor and registrant bases.

We are committed to evolving Canadian Blood Services into an organization where Indigenous knowledge systems can flourish and where culturally safe spaces that reflect a diversity of Indigenous practices are further developed.

We know we have considerable work to do to build trust and repair relationships with diverse Indigenous communities across the country. We also know that for meaningful change to happen, Canadian Blood Services' leadership team and non-Indigenous allies must remain strongly committed to a consistent process of reconciliation.

We are incredibly grateful to the Indigenous staff, community members, Elders and consultants who have guided us in our journey towards reconciliation thus far.

*Dr. Graham Sher, Order of Canada recipient (2021), is the chief executive officer of Canadian Blood Services, a not-for-profit charitable organization that provides blood, plasma and transfusion and stem cell registry services to patients, on behalf of all provincial and territorial governments (excluding Quebec). We also manage a national transplant registry for organ sharing and related programs for organ donation and transplantation in all provinces and territories.*



**Dr. Graham Sher**  
Chief Executive Officer,  
Canadian Blood Services

# Implementing UNDRIP

## Context and background

The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) was adopted by the United Nations General Assembly on Thursday, September 13, 2007 to recognize Indigenous self-determination and rights that “constitute the minimum standards for the survival, dignity and well-being of the indigenous peoples of the world.” Although Canada initially voted against the Declaration (along with Australia, New Zealand and the United States), it reversed its position and removed its permanent objector status in 2016, promising future implementation of UNDRIP. In 2016, the Government of Canada endorsed UNDRIP “without qualification and committed to its full and effective implementation.” On November 26, 2019, British Columbia legislators unanimously passed the *United Nations Declaration on the Rights of Indigenous Peoples Act* (UNDRIPA or Bill 41). Additionally, on June 21, 2021, Canada passed the *United Nations Declaration on the Rights of Indigenous Peoples Act* (Bill C-15), which provides a new federal framework to implement the Declaration in collaboration with Indigenous peoples. Bills 41 and C-15 offer pathways to fully implement UNDRIP into Canadian law with the collaboration of First Nations, Inuit and Métis peoples.

The Truth and Reconciliation Commission (TRC) was established in 2008, as one of the elements of the *Indian Residential Schools Settlement Agreement*, the largest class-action settlement in Canadian history. In 2015, the TRC presented its findings and reports, which identified 94 calls to action to “redress the legacy of residential schools and advance the process of Canadian reconciliation.” Canadian Blood Services is sensitive to all 94 Calls to Action and the need for meaningful action toward reconciliation. Our Reconciliation Action Plan (RAP) focuses primarily on calls to action that address existing barriers and improve the

representation of First Nations, Métis and Inuit peoples amongst our donor and registrant bases, in order to readily meet rare blood, stem cell and other specific patient needs. We also recognize that our future requires a workforce that more fully reflects Canada’s population and as such, are focused on embedding the process of Indigenization within Canadian Blood Services.

Calls to Action outlined in the RAP also concern health care rights, services and outcomes for Indigenous peoples in Canada. It is one thing for us to acknowledge the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the 2015 Truth and Reconciliation Commission (TRC), which are important. However, Indigenous engagement requires bold action, as described in the TRC Calls to Action, particularly those related to the health and the health care system, such as Calls to Action #22 and #23, noted below.

## TRC Calls to Action

22. We call upon those who can effect change within the Canadian health-care system to recognize the value of Aboriginal healing practices and use them in the treatment of Aboriginal patients in collaboration with Aboriginal healers and Elders where requested by Aboriginal patients.
23. We call upon all levels of government to to:
  - i. Increase the number of Aboriginal professionals working in the health-care field.
  - ii. Ensure the retention of Aboriginal health-care providers in Aboriginal communities.
  - iii. Provide cultural competency training for all health-care professionals.



## Building an inclusive culture

Canadian Blood Services' vision for reconciliation was generated from a two-year training and dialogue process with senior leadership and senior management as a way to transform the organization. This process is focused on saving lives and supporting a workplace that more fully embraces and cultivates equity, respect and trust through a shared reconciliation journey.

Since January 2020, Canadian Blood Services has been working with guidance from Quintessential Research Group Inc. (QRG), which is led by Indigenous and non-Indigenous experts, practitioners and educators, on how to respectfully strengthen relationships and partnerships with Indigenous peoples, organizations and communities in Canada.

A critical component of the work led by QRG has focused on building employee and organizational capacity for Indigenousization. This work started with leaders, engaging our executive management team in comprehensive training on the impacts of colonization, cultural humility and cultural safety. By early 2022, close to 400 employees have also learned about the role of the *Truth and Reconciliation Commission of Canada: Calls to Action* and the *United Nations Declaration on the Rights of Indigenous Peoples*, through various educational resources and QRG's cultural training series. This work is only the beginning of our journey. Training will be expanded and strengthened for the whole organization in the coming years and dialogues related to building positive engagement with Indigenous peoples and communities will continue.

Canadian Blood Services views the actions to support reconciliation and Indigenous self-determination as urgent and critical.



Dr. Jeff Kanohalidoh Corntassel  
Chief Operating Officer, QRG





## Guiding principles for creating a Reconciliation Action Plan

The future actions and work of Canadian Blood Services will be guided by the key principles of free, prior and informed consent, Indigenous self-determination, and the right to freely access all social and health services.

These principles are fundamental to meaningful engagement with Indigenous peoples, communities and organizations. This work will also be guided by the key priorities identified in Canadian Blood Services' 2019-2024 strategic plan, including meeting changing patient needs by providing lifesaving products and services; building and deepening relationships with donors of the future; and creating an engaging and empowering employee experience. To ensure our work with Indigenous communities is meaningful and ongoing, we are continuing to partner with Quintessential Research Group in developing this Reconciliation Action Plan. Canadian Blood Services is committed to establishing strategies for how we can strengthen our connection with Indigenous communities and organizations in lasting and meaningful ways. These strategies will aim to create an internal environment where Indigenous employees can thrive, and will help improve representation of Indigenous peoples amongst our donor and registrant bases. This work will enable us to readily meet rare blood, stem cell and other specific patient needs.

Developing a Reconciliation Action Plan is a process of learning, gaining understanding and awareness. It starts with building awareness of oneself and the organization, asking the question "what is our understanding of reconciliation?" and continues through ongoing organizational learning and self-reflection. We acknowledge that a successful Reconciliation Action Plan aims to achieve meaningful Indigenous engagement through deep listening and amplifying Indigenous voices. In addition, core elements of a Reconciliation Action Plan focus on implementing an education and learning plan, acting with empathy, dedicating resources to the plan and recognizing that systemic and cultural change is needed to advance reconciliation in positive ways, as measured by Indigenous peoples, communities and organizations.

We acknowledge Indigenous peoples as stewards of the land, and respect and value the diversity of Indigenous communities and cultures in Canada.

*Learning about community values  
and stories through pole carving*



# Core Pillars

In addition to the overarching principles of free, prior and informed consent, Indigenous self-determination and the right to freely access all social and health services, our work has been guided by a set of core pillars. These pillars have informed dialogue with employees on our journey thus far. These pillars provide a foundation for our work, ensuring that we maintain our focus and remain intentional in how we contribute to and advance reconciliation.

## **Pillar 1 - Meaning**

Developing and undertaking actions that will have an impact and significant results for and with Indigenous peoples, communities and organizations.

## **Pillar 2 - Action**

Working to fulfill commitments and taking action to achieve results in a collaborative and respectful manner.

## **Pillar 3 - Inclusion**

Acknowledging, respecting and listening to diverse perspectives and interests.

## **Pillar 4 - Engagement**

Working with Indigenous communities and organizations to build meaningful relationships, support self-determination and enhance capacity.



Clara Jack  
*Nak'azdli Whut'en, Lusilyoo*

# Institutional Goals

Our Reconciliation Action Plan is based on specific goals. The goals identified below have been developed through dialogue with Indigenous and non-Indigenous employees during Circle Discussions focused on building a Reconciliation Action Plan. It is imperative for us to advance reconciliation in meaningful ways with Indigenous peoples, communities and organizations in Canada. We will work toward implementing the following key goals through meaningful action, collaboration and learning.



- Continue to engage in learning and education across the organization about Indigenous cultures and histories, cultural safety and cultural humility.
- Support culturally safe spaces and opportunities for dialogue with and among Indigenous employees.
- Engage with employees on implementation of the Reconciliation Action Plan and measuring outcomes.
- Ensure that Human Resource policies and practices within Canadian Blood Services reflect Indigenous perspectives and create a welcoming and supportive environment for Indigenous peoples.
- Develop and adapt communication strategies and campaigns that respect Indigenous perspectives and worldviews in collaboration with Indigenous employees and Indigenous peoples, communities and organizations.
- Engage with Indigenous peoples, communities and organizations to explore interests in learning more about Canadian Blood Services and establish potential collaborations and partnerships.
- Monitor and measure progress toward achievement of Reconciliation Action Plan goals in collaboration with employees and Indigenous peoples, communities and organizations.



# Commitment to Action

Canadian Blood Services understands that building positive relationships with Indigenous communities and organizations is essential for establishing successful partnerships and advancing reconciliation. To this end, we seek to improve representation of Indigenous peoples amongst our donor and registrant bases in order to readily meet rare blood, stem cell and other specific patient needs. We are also committed to fostering an inclusive and empowering workplace where Indigenous employees can thrive.

Canadian Blood Services' pathway to reconciliation will be guided by a clear vision and a commitment to action.

With any plan, it is important to track and measure progress in achieving the goals and objectives. These measures will be both qualitative and quantitative. Consistent with the intent of the Reconciliation Action Plan, measures to determine whether we are on track will be developed in collaboration with Indigenous peoples, organizations and communities. The illustration on the next page provides a visual representation of important steps and considerations in developing the Reconciliation Action Plan.

This Reconciliation Action Plan identifies the spectrum of activities to be implemented to support relationship-building and meaningful engagement and collaboration. For us, creating a Reconciliation Action Plan commences with an understanding of the effects of colonization and the importance of embracing and supporting UNDRIP and TRC Calls to Action.

The Reconciliation Action Plan will guide us through the initial steps of Canadian Blood Services' reconciliation journey. We will focus on learning more about Indigenous cultures, cultural humility and cultural safety through ongoing education and training.

## Vision

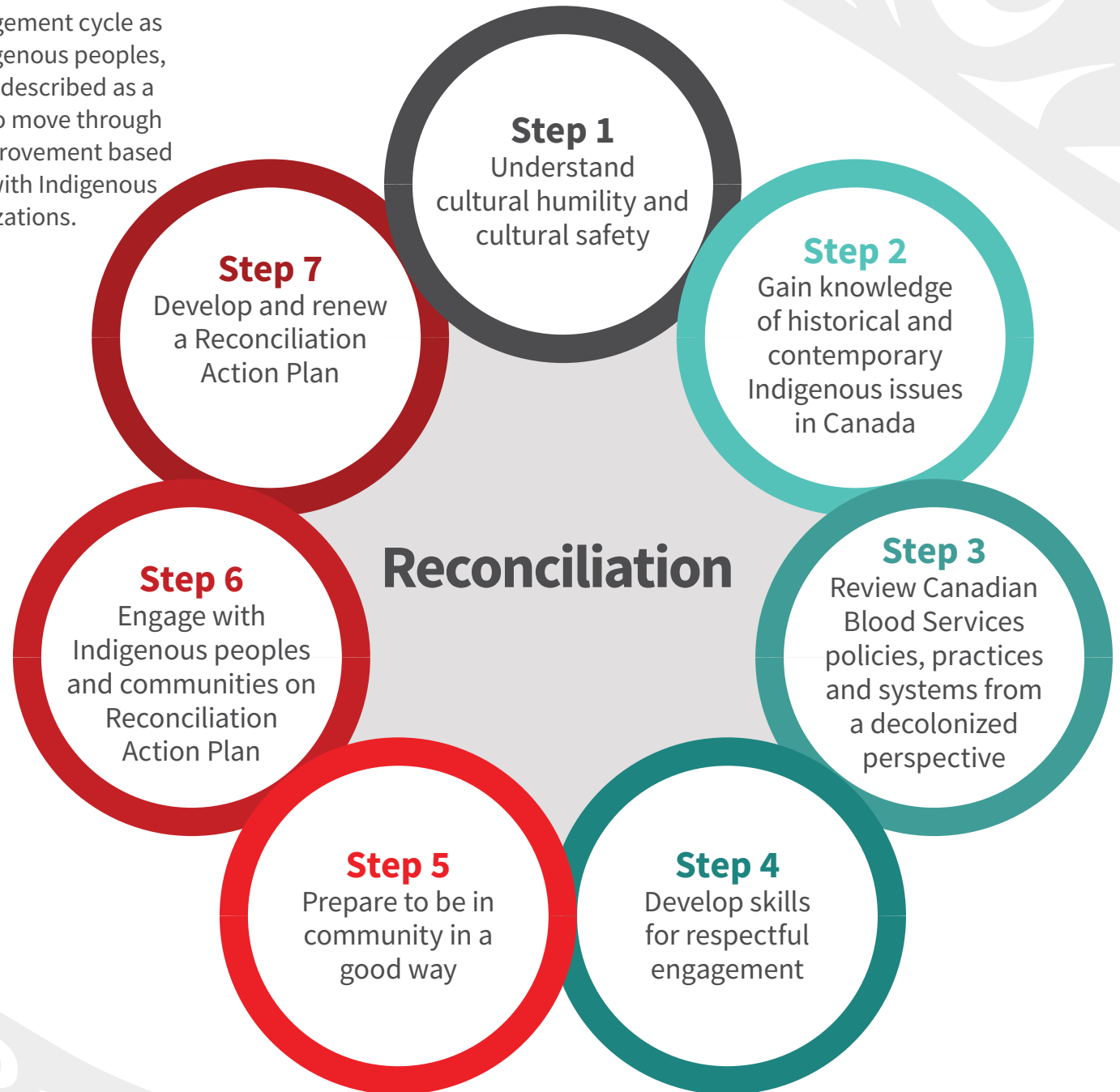
Our vision is to support the interests and needs of Indigenous communities and organizations in Canada. We will do this through respectful dialogue and sharing knowledge about systems in Canada that provide life essentials for transfusion and transplantation. Canadian Blood Services is committed to engaging with Indigenous communities and organizations to build, enhance and foster positive working relationships.

## Action

The Reconciliation Action Plan is an evolving and living document. It is meant to be tested and adjusted based on feedback received along the journey to relationship-building, collaboration and understanding community visions. The creation of a Reconciliation Action Plan is a journey and an iterative process. It represents a cycle of education, knowledge gathering, training, preparing and engaging.

## Steps for Indigenous engagement

There are seven steps in the engagement cycle as illustrated. Engagement with Indigenous peoples, communities and organizations is described as a cycle, as the process is intended to move through steps and achieve continuous improvement based on input, feedback and dialogue with Indigenous peoples, communities and organizations.





# Donor and Recipient Stories

## Through Canadian Blood Services Stem Cell Registry, “we show support for one another”

At just six months old, Tanner McLeod was diagnosed with sideroblastic anemia — a condition that left him unable to produce healthy red blood cells. To survive, Tanner needed regular blood transfusions to maintain normal levels of hemoglobin. A stem cell transplant was his only hope for a cure. “It wasn’t until we found out that no one in our immediate family was a perfect match that I realized Tanner needed a volunteer donor,” said Miranda McLeod, Tanner’s mom. “Soon after, we were devastated to learn there wasn’t a match for Tanner in the worldwide database of stem cell donors.” As a member of Pimicikamak Cree Nation, Tanner was more likely to find a stem cell match in an Indigenous donor. That’s because the best stem cell transplant outcomes happen when a patient’s human leukocyte antigen (HLA) and the HLA of a donor are a close genetic match. However, Indigenous people make up less than two per cent of all prospective donors on [Canadian Blood Services Stem Cell Registry](#). Like Asian, Hispanic, mixed-race and Black people in Canada, Indigenous patients find it especially challenging to find a match, because only 33 per cent of prospective donors on the registry are from these five diverse groups.

*“It wasn’t until we found out that no one in our immediate family was a perfect match that I realized Tanner needed a volunteer donor. Soon after, we were devastated to learn there wasn’t a match for Tanner in the worldwide database of stem cell donors.”*



## Stem cell donation “felt like a very sacred process”

For one Indigenous woman in Vancouver, B.C., the push to join Canadian Blood Services Stem Cell Registry came from someone in her own community. “Hearing another Indigenous person talk about stem cell donation was the hook that got me interested,” said Dr. Jenny Morgan, former director of Indigenous health at [B.C. Women’s Hospital & Health Centre](#). “There and then, I decided to order my [swab] kit and wait for that call.” Five years later, the call came in. Canadian Blood Services notified Dr. Morgan, who is from the Gitxsan First Nation, that she was a good match for a patient in need of a stem cell transplant.

*“It felt like a very sacred process because it was a chance to help save somebody’s life. I knew there were very few Indigenous people on the registry, so it wasn’t a tough call to make.”*



Jenny Morgan  
Doctor in Education  
Stem cell donor



# Process and Progress to Date

In advancing this important reconciliation work, the evolving policy and legal context provide an framework for Canadian Blood Services' relationship-building journey. Indigenous rights are inherent and collective rights are based on self-determination regarding governance, land, resources and culture. Canadian Blood Services is committed to reviewing the Reconciliation Action Plan on an ongoing basis in collaboration with employees, Indigenous partners, communities and organizations.

## Reconciliation roadmap

We are on a journey of learning, exploration and decolonization. We have commenced this journey with open hearts and open minds. We acknowledge that the road to learning about Indigenous histories, cultures and what reconciliation truly means is a long one. We are committed to this pathway of humility, awareness, dialogue, action and learning. We have undertaken a variety of actions and have achieved several milestones with respect to advancing our commitment to reconciliation. Highlights of these key activities and milestones are summarized below.

- Prepared a roadmap to reconciliation based on a review of internal policies, practices and operations.
- Developed an Indigenous engagement plan to outline principles and key steps for enhancing dialogue with Indigenous peoples, communities and organizations.
- Engaged with internal and external Indigenous communities to gather feedback for the development of an initial Reconciliation Action Plan.
- Convened Circle Discussion groups during October and November 2021 with employees to discuss what reconciliation means and to articulate actionable items that can be measured and assessed over time as part of our reconciliation journey.
- Held lunch and learn sessions and townhall meetings with employees to share information about the development of the Reconciliation Action Plan and the work that Canadian Blood Services is undertaking in regards to Indigenous engagement.



## Reconciliation Circle Discussions

Canadian Blood Services held Circle Discussions to help inform and develop the Reconciliation Action Plan. These discussions guided us through the initial steps of our reconciliation journey and provided important learning opportunities related to Indigenous living histories, cultures, cultural humility and cultural safety. Work has commenced on building cultural humility across the organization and new ways to build meaningful partnerships with Indigenous peoples, communities and organizations are being explored.

Through the Circle Discussions, Canadian Blood Services employees reflected on UNDRIP, the TRC Calls to Action, our principles and key mandate. We explored what reconciliation means and identified several core goals and pillars as a foundation for the Reconciliation Action Plan. Just as this Reconciliation Action Plan is a living document, so are the goals identified in our reconciliation journey. These objectives work together to create a collaborative, respectful and action-focused pathway for this important work and dialogue.

Participants in the Circle Discussions are champions who will play a significant role in leading and implementing the Reconciliation Action Plan. They will take meaningful action and achieve progress towards reconciliation goals and objectives. The roles of these champions are to:

- Inspire leadership at all levels and across all spaces.
- Engage and empower Indigenous employees (e.g., creation of an Indigenous Council).

- Encourage all employees to contribute to reconciliation.
- Promote reconciliation across all our areas of business.
- Develop and strengthen Indigenous partnerships externally.
- Expand training programs for our employees.
- Increase participation in Indigenous-led initiatives and gatherings, e.g., Orange Shirt Day, Moose Hide Campaign, Indigenous Peoples Day and the National Indigenous Peoples Day.
- Provide feedback to the broader organization on the development of the Reconciliation Action Plan.
- Share knowledge on potential actions and ways to measure progress through reconciliation milestones.
- Guide external communications and messaging, including the publication of the Reconciliation Action Plan on [blood.ca](https://blood.ca).



## Cultural awareness training

The Cultural Awareness Learning Series, which began in 2020, was organized by Quintessential Research Group. This is a custom-designed learning exchange that meets the unique requirements of Canadian Blood Services as a national organization with regional needs. The webinar series was led by Dr. Jeff Kanohalidoh Corntassel and Dr. Jacqueline Quinless and included Indigenous trainers. This comprehensive cultural awareness training program has facilitated a cross-cultural dialogue within Canadian Blood Services to support building effective relationships and partnerships with Indigenous peoples, communities and organizations. Some of the key outcomes have been to:

- Complete a self-location and land acknowledgement exercise.
- Understand cultural humility and cultural safety.
- Gain knowledge of historical and contemporary Indigenous issues in Canada.
- Develop community engagement skills.
- Learn about health data governance and community ethical protocols.
- Understand the significance of UNDRIP and the 94 TRC Calls to Action as they relate to Indigenous peoples, communities and organizations.
- Develop an informed Reconciliation Action Plan.

The training program has also created a digital knowledge hub across Canadian Blood Services, which provides resource materials, including videos on Indigenous histories and cultures to employees.

The cultural awareness training includes a video by the late Sarah Robinson, who is from Fort Nelson First Nation and the Sauleau First Nation in Treaty 8 territory and was a strong advocate for Indigenous women in B.C. We were greatly saddened to learn that Sarah lost her battle with cancer not long after the video was recorded. Her video offers powerful teachings and insights regarding “Indigenous/Canadian Histories 101.” This video has been shared with permission from Sarah for employees as part of our customized training series. The video covers basic terminology, words to use and words to avoid, the impact of the *Indian Act*, a brief overview of residential schools and fascinating moments in Indigenous and Canadian shared histories.

*All proceeds from the video go directly to the Sarah Robinson Foundation where Sarah’s work and legacy continues.*

**Sarah Robinson**  
member of the Fort  
Nelson First Nation and  
the Sauleau First Nation



## Indigenous engagement strategy

Canadian Blood Services developed an Indigenous engagement strategy in collaboration with Quintessential Research Group which outlines a process to build relationships with Indigenous peoples, communities and organizations with a goal to increase the diversity of communities represented within our blood and stem cell donor and registrant bases. This engagement strategy outlines approaches for:

- Gathering input from Indigenous peoples, communities and organizations about their interest in collaborating with Canadian Blood Services.
- Sharing information in a respectful manner with Indigenous peoples, communities and organizations about the role and activities of Canadian Blood Services.
- Building respectful and trust-based relationships with Indigenous peoples, communities and organizations.
- Collaborating with Indigenous peoples, communities and organizations to discuss and assess opportunities for and benefits to pursuing partnerships with Canadian Blood Services.

Alongside this Reconciliation Action Plan, the Indigenous engagement strategy will support how Canadian Blood Services engages with Indigenous peoples, communities and organizations. A key component of developing and implementing a Reconciliation Action Plan is finding out how Indigenous people want to be engaged and following appropriate protocols.





## Participation and involvement in Indigenous-led initiatives and gatherings

Here are a few examples of how Canadian Blood Services participates in Indigenous-led activities.

### Celebrating National Indigenous Peoples Day



Every June, Canadian Blood Services celebrates National Indigenous History Month and National Indigenous Peoples Day by honouring the heritage, contributions and cultures of First Nations, Inuit and Métis peoples in Canada through storytelling and resource-sharing.

### National Day for Truth and Reconciliation



Canadian Blood Services' offices closed on September 30, 2021 in honour of the first National Day for Truth and Reconciliation. We encouraged all employees to take this day to reflect on reconciliation and to honour residential school survivors, their families and communities.

### The Moose Hide Campaign



On Moose Hide Campaign Day on May 12, 2022, employees were encouraged to participate in virtual events, visibly demonstrate their support for the campaign and come together to speak out against gender-based violence.



### Indigenous Face Masks

*Indigenous owned and operated, based in Ottawa, Ontario, Canada.*

Indigenous Face Masks is an initiative to bring face masks to Indigenous children and youth in our Indigenous communities across Canada.

For each mask that is purchased, the same style mask is sent to an Indigenous community. The masks are distributed through local Indigenous community programming, local Indigenous elementary schools and high schools in Indigenous communities.

Employees who participated in the cultural awareness training program received an Indigenous mask.

# Next Steps and the Pathway Forward

Reconciliation is a journey for us as individuals, as communities and as an organization. Canadian Blood Services is committed to doing our part to acknowledge the harms caused to Indigenous peoples through colonization policies and practices. Through a journey of awareness-building, learning and action we will work to renew relationships with Indigenous peoples and build new ones. We know that reconciliation will take time, commitment and hard work. Reconciliation is about building and sustaining respectful relationships with Indigenous peoples. Our action plan outlines the overall goals and the supporting actions we will take in key areas:

## Acknowledgement and sharing

Canadian Blood Services is committed to communicating respectfully about where and how our work is conducted. The key actions are as follows:

- Develop appropriate land acknowledgements for our operations across Canada with Indigenous guidance, knowledge and validation.
- Place land and territorial acknowledgements on the Canadian Blood Services website and use these acknowledgements in all forms of communication, including emails, correspondence, meetings and events.
- Share information and knowledge with Indigenous peoples, communities and organizations about systems in Canada that provide life essentials for transfusion and transplantation.

## Commitments

- ⇒ Land acknowledgements developed across the organization that are validated appropriately by Indigenous peoples, communities and organizations.
- ⇒ Land acknowledgements presented and used in multiple communications within and external to Canadian Blood Services.
- ⇒ Increased partnerships between Canadian Blood Services and Indigenous peoples, communities and organizations based on respect, transparency and common interests.



## Learning and education

Canadian Blood Services is committed to continuing to develop and provide Indigenous cultural awareness training and education for and with employees across the organization. This training will be developed and delivered in response to employee needs and interests. The key actions are as follows:

- Continue to provide cultural safety and cultural humility training to all employees, volunteers and collaborators, and expand training to ensure all have access.
- Support and host discussions with employees across the organization about what this learning means to them as individuals and how it can help to further build relationships with Indigenous peoples and advance Canadian Blood Services' strategic priorities.
- Engage in discussions with Indigenous employees about how to create culturally safe spaces and opportunities for dialogue with and among Indigenous employees — in general, and as part of our reconciliation journey.
- Provide information and education to employees about the TRC Calls to Action #22 and #23 (see page 6) and engage in dialogue with employees about how their work supports these actions.
- Continue to support employees to learn about the meaning of the orange shirt and the importance of the National Day of Truth and Reconciliation.

## Commitments

- ⇒ Increase number of employees who have completed Indigenous cultural training across the organization.
- ⇒ Increase number of employees who have reconciliation goals, actions and outcomes identified within their individual performance or professional development plans.
- ⇒ Conduct assessment through a short employee engagement survey about how the Indigenous cultural training, learning and education opportunities have impacted their work on an individual and organizational basis.
- ⇒ Receive and apply feedback from Indigenous employees and evaluate progress toward creating a culturally supportive and safe work environment at Canadian Blood Services.
- ⇒ Increase number of Indigenous employees who have accessed job enhancements or advancements within Canadian Blood Services.
- ⇒ Invite feedback from Indigenous peoples, communities and organizations about our Reconciliation Action Plan and its implementation.

## Strategies and planning

Canadian Blood Services is committed to implementing this Reconciliation Action Plan and monitoring outcomes across the organization and in collaboration with Indigenous peoples. The key actions are as follows:

- Discuss with Indigenous employees their interest in creating an Indigenous Council representing external Indigenous communities.
- Develop and review communications strategies on a regular basis in collaboration with Indigenous partners, so that messages are inclusive of Indigenous peoples and Indigenous worldviews.
- Continue to build and gather stories from and with Indigenous employees, donors and recipients.
- Review human resources policies (e.g. recruitment, hiring, leave options) to ensure that Canadian Blood Services offers a welcoming environment for Indigenous peoples, where inclusive hiring practices are in place.
- Create specific measures for assessing progress in implementing the Reconciliation Action Plan's goals and related actions, in collaboration with employees and Indigenous peoples, communities and organizations.
- Implement transparent reporting on outcomes, challenges and opportunities within Canadian Blood Services and share these learning moments and milestones with Indigenous peoples, communities and organizations.

## Commitments

- ⇒ Receive and apply feedback from Indigenous employees about the levels of respectful and meaningful engagement within Canadian Blood Services through confidential information-sharing.
- ⇒ Indigenous peoples, communities and organizations share their stories on their experiences accessing our services, donating blood and/or plasma and registering to be stem cell donors or organ and tissue donors.
- ⇒ Human Resource policies and strategies receive validation and support from Indigenous employees and Indigenous partners through dialogue.
- ⇒ Canadian Blood Services has demonstrated ability to gather information across the organization on what progress is being achieved in implementing the goals and actions, what are the barriers to meaningful action and what needs to change.



## Engagement and participation

Canadian Blood Services is committed to supporting Indigenous-led events and initiatives and exploring partnerships with Indigenous peoples, communities and organizations. The actions are as follows:

- Engage Indigenous peoples, communities and organizations in our work and identify their interest in building relationships and collaborative partnerships.
- Develop an understanding of Indigenous perspectives about transfusion and transplantation, blood and plasma donation and stem cell/organ and tissue registration and donation.
- Encourage and support employees to participate in Indigenous community events and gatherings.

## Commitments

- ⇒ Seek and receive feedback from Indigenous peoples, communities and organizations about their interest in working and collaborating with Canadian Blood Services.
- ⇒ Positive stories of Indigenous participation in and collaboration with Canadian Blood Services are shared by Indigenous peoples, communities and organizations.
- ⇒ Increase number of employees participating in, and Canadian Blood Services contributions to, Indigenous-led events and gatherings.



## CANADIAN BLOOD SERVICES

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