

Hi Robert,

I'm sending along a statement regarding this experience which can be attributed to Carmelle d'Entremont, Vice President, People and Organizational Development. Regarding the percentage you requested, we do not have employee data by ethnicity.

It is deeply troubling to hear that any patient feels they have experienced discrimination while receiving care. As an organization, we strive to be patient-focused and don't tolerate discrimination within our workplace or care delivery sites. We apologize to the patient for her negative experience and encourage her to reach out to our patient relations team so we can follow-up on her concerns.

We understand that there have been and continue to be social, historical and structural discriminatory barriers that have impacted the health outcomes of certain populations, including the African Nova Scotian community. We have developed a Diversity and Inclusion framework that highlights defined areas in support of a culturally-diverse and competent workforce with the ability to respond to community need and health services planning in various areas. These include:

- Culturally-relevant and appropriate care for all patients and clients.
- Cultural competence training and education for employees, physicians, learners and volunteers ensuring a diverse and inclusive work experience.
- Engaging populations, including those considered priority or vulnerable populations in health services planning.

This past year, we have been working closely with members of the African Nova Scotian community such as the Decade for People of African Descent Coalition on identifying the needs of people of African Descent and developing strategies to address health inequities. For example, tomorrow we are supporting the 2nd annual Black Men's Health Conference at Dalhousie.

We are pleased to share that we are in the process of hiring a new position - African Nova Scotian Services Consultant - to assist in the above work and to provide leadership and guidance within NSHA to achieve the goal of culturally-safe and appropriate health services for people of African Descent and African Nova Scotian communities, as well as supporting a culturally competent, diverse and inclusive workplace. This position will work with our public health team, as well as our people services and clinical program leadership, to identify opportunities to improve services and patient experiences for people of African Canadian descent.

Lots of work remains, but we are making progress as we work towards reducing health inequities and supporting our workforce to respect and value diversity and social inclusion.