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| Subject/Title<br><b>HEALTHY DIVERSE POPULATIONS</b> | Date Established<br>May 2005  | Section Number<br><b>D - 21</b> |
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Healthy Diverse Populations, led by the Healthy Diverse Populations Manager and supported by the Regional Diversity Advisory Committee, is responsible for developing the Regional Strategic direction related to diversity. Healthy Diverse Populations collaborates with the community and all regional portfolios to support equitable and accessible health services for all populations. Healthy Diverse Populations also collaborates with People and Learning to develop and implement a Workforce Diversity Strategy. Health service delivery and human resources strategies are being developed to address a wide array of aspects related to diversity including: ethno-cultural background, gender, ability, age, sexual orientation and economic circumstance.

*The Calgary Health Region defines diversity as all the ways we are unique and different from others. Diversity offers strength and richness to the whole.*

Dimensions of diversity include, but are not limited to, aspects such as: *race, religion and spiritual beliefs, cultural orientation, colour, physical appearance, gender, sexual orientation, ability, education, age, ancestry, place of origin, marital status, family status, socio-economic circumstance, profession, language, health status, geographic location, group history, upbringing and life experiences.*

The Diversity Vision of the Calgary Health Region is: “The Calgary Health Region will become a model organization for diversity competency, demonstrating best practices.” Indicators of a diversity competent health care organization have been identified and strategies are being developed to assess and increase the Calgary Health Region’s level of diversity competency according to these indicators.

Healthy Diverse Populations provides diversity workshops, resources and consultations for health care providers, as well as maintaining information and resources on the website: <http://www.calgaryhealthregion.ca/hecomm/diversity/>

Examples of specific services which staff might access from Healthy Diverse Populations are:

- Diversity Learning Opportunities on a variety of topics for example:
  - Introduction to Diversity – what it is, why it is important, providing diversity sensate health care
  - Interpretation and Translation Services – what it is, when and how to access, how to work effectively with an interpreter
  - Communicating Effectively with Diverse People – including how to avoid communication errors and how to recover from a mistake
  - Inclusive Language – what is sensitive, appropriate and current language to use when referring to diverse individuals and groups?
  - Cultural Competency, Sensitivity and Awareness
  - Cross Cultural Mental Health
- Customized diversity workshops to meet your learning needs;
- Consultations to help you explore and resolve issues that you or your work unit have encountered when working with and providing services for diverse people;

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- Consultations to bring the “diversity perspective” when you are developing new programs/ initiatives or evaluating existing programs/initiatives to ensure your services meet the needs of diverse people;
- Assistance with community consultations that involve diverse groups,
- Information on the changing demographics of Calgary Health Region’s diverse populations to assist with service planning and delivery;
- Information on health disparities and providing effective health services for diverse populations; and
- Diversity Competency self-assessments to help you evaluate your own attitudes and behaviours toward individuals from diverse groups; evaluate the extent to which you or your program or unit is equipped to meet the needs of diverse clients/patients; and to increase your awareness of the importance of diversity competence in the workplace, and especially in the delivery of health care services.

### How to Access Diversity Services

| SERVICE                     | HOURS OF OPERATION              | CONTACT #                      | PROCEDURE  |
|-----------------------------|---------------------------------|--------------------------------|--|
| Healthy Diverse Populations | Monday to Friday<br>0800 – 2000 | 943-0205<br>Diversity Services | You can contact Diversity Services by calling or emailing:<br><a href="mailto:diversity.services@calgaryhealthregion.ca">diversity.services@calgaryhealthregion.ca</a> |