

Regional Diversity Priority Focus Areas

Seven priority focus areas have been identified to address health disparities experienced by diverse populations:

1. Building organizational capacity:

To increase capacity within the organization to implement approaches that support development of diversity competency.

2. Strengthening community action:

To involve diverse communities in a meaningful ways in decisions that affect their health.

3. Consultations: To provide expert diversity perspectives to programs, services, and cases.

4. Interpretation and translation

services: To provide interpretation and translation services that address the health literacy needs of limited or non-English speaking patients/clients.

5. Accessible and equitable

services: To provide equitable access through adaptation and provision of diversity-focused programs and services.

6. Diversity competent workforce:

To advance diversity competent practice of all employees, volunteers, and organizational leadership.

7. Representative workforce:

To attain a workforce at all levels within the organization that is representative of the community we serve.

Diversity Mission:

To become a proficient diversity competent health organization that is a model for other organizations.

For more information contact:

Healthy Diverse Populations

Phone: 403-943-0205

Email: diversity.services@albertahealthservices.ca

Website: www.calgaryhealthregion.ca/programs/diversity/index.htm



Diversity Programs and Services in Calgary

... leading the development
of diversity competency

Key Diversity Contacts - Calgary

Healthy Diverse Populations leads the organization in becoming a diversity competent health organization. The Manager is responsible for overseeing the development and implementation of the Diversity Directional Document, monitoring progress towards diversity competency and managing the Healthy Diverse Populations business unit. The manager acts as the principal consultant on diversity-related issues and the development of diversity initiatives.

Manager: Delaine Johnson

Phone: 403-943-0275

Fax: 403- 943-2211

Email: delaine.johnson@albertahealthservices.ca

Healthy Diverse Populations also includes the following positions:

Refugee Health Project Coordinator leads the Refugee Health and Wellbeing Project in partnership with the Calgary Refugee Health Program, Calgary Catholic Immigration Society to improve the health of refugees.

Project Coordinator: Val Kiss

Phone: 403-943-6759

Email: valerie.kiss@albertahealthservices.ca

Mental Health Diversity Strategist provides leadership to develop, support and enhance diversity competent and responsive mental health services.

Diversity Strategist: Jackie Berger

Phone: 403-943-6764

Email: jackie.berger@albertahealthservices.ca

Diversity Educator supports the development of diversity competency of staff and physicians through learning opportunities and resources.

Diversity Educator: Helgi Eyford

Phone: 403-943-6765

Email: helgi.eyford@albertahealthservice.ca

Diversity Research/Evaluation Strategist is responsible for advancing the evidence base for diversity related initiatives.

Diversity Strategist: Shireen Surood

Phone: 403-943-6766

Email: shireen.surood@albertahealthservices.ca

Diversity Liaisons work as communicators and liaisons between diverse communities and the health system. They support access and navigation of the health system for diverse communities .

Diversity Liaisons:

Yvonne Hau

Phone: 403-943-6868

Email: yvonne.hau@albertahealthservices.ca

Jasprit Bains

Phone: 403-943-6769

Email: jasprit.bains@albertahealthservices.ca

Silvia Song

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Email: silvia.song@albertahealthservices.ca

Sylvie Lebihan

Phone: 430-943-6770

Email: sylvie.lebihan@albertahealthservices.ca

Other Diversity Program and Positions:
Interpretation & Translation Services

provides effective, coordinated, equitable and operationally efficient interpretation and translation services.

Manager: Louise Behiel

Phone: 403-944-0206

Fax: 403-736-0492

Email: louise.behiel@albertahealthservices.ca

Chronic Disease Management for Diverse Populations provides a wide range of culturally and socially appropriate chronic disease

prevention and management services to reduce health disparities, improve access, and enhance health and well-being of diverse populations.

Program Manager: Shahnaz Davachi

Phone: 403-943-1664

Email: shahnaz.davachi@albertahealthservices.ca

Community Development Diversity

Coordinator is responsible for assessment, planning, implementation and evaluation of diversity-related activities within and across the Calgary Learning Village Collaborative (CLVC).

Coordinator: Nicola Youle

Phone: 403-944-0208

Email: nicola.youle@albertahealthservices.ca

Child and Women's Health Diversity Program

Coordinator provides culturally competent clinical consultation, training and workshops to staff, and supports the development of culturally competent service within the portfolio.

Diversity Coordinator: Linda Kongnetiman

Phone: 403-955-7742

Email: linda.kongnetiman@albertahealthservices.ca