

## SUMMARY REPORT

### PPH Staff Development 2018/19 Staff Feedback

In September 2018 the PPH Staff Development Committee shared the [2018/19 Plan](#). Based on feedback from the previous year and our ongoing reconciliation efforts, this year's staff development included:

- 1) Prioritizing the [Manitoba Indigenous Cultural Safety Training](#) (MICST) training for all staff
- 2) Taking time to **Engage and Discuss**
  - a. Two team discussions - Fall and Winter
  - b. Individual/small group reflection
- 3) Engaging in the June ½ day staff session: **Towards New Ways of Working Together (See [presentations & links to videos](#))**

PPH Staff were asked to complete an online survey with questions on all of this year's PPH Staff Development opportunities. Over 200 staff members participated in the June 2019 events. Our response rate was low at approximately a 34% with 67 people completing the online survey. Previous years we had a 50-65% response rate.

There may be a few reasons to explain the lower than normal response rates. It may be low due to a delay in circulating the survey, or an increase in workload with community areas taking on gonorrhoea and chlamydia follow-ups around the same time. As we've done in previous years, we asked staff to provide us with their name with the explanation, "The PPH Staff Development Committee is collecting names on this evaluation form. Being accountable for our words encourages thoughtful feedback and a safer environment in our workplace. The names will be kept confidential and only be used to connect with individuals if direct follow up is necessary." We received some anecdotal feedback that the requirement for providing their name was a barrier for some people to complete the survey.

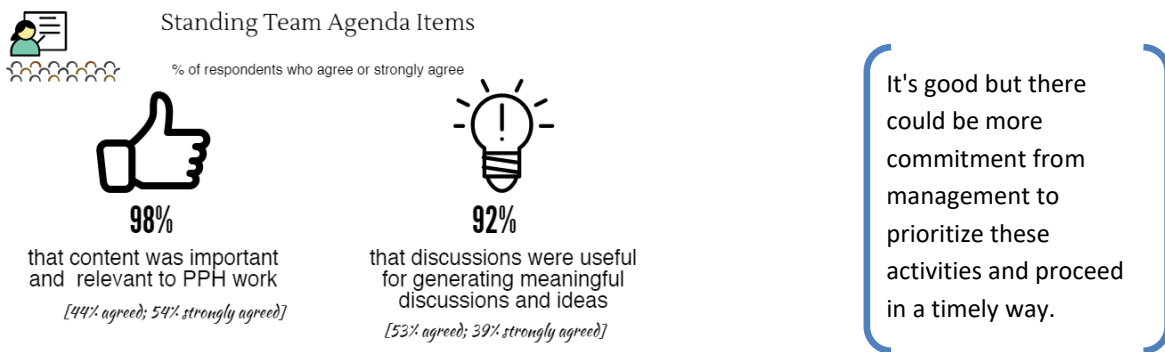
The feedback about the Manitoba Indigenous Cultural Safety Training (MICST) training for all staff was not included in this feedback report. Evaluation of the MISCT training is collected separately by the organization that facilitates the training.



## Taking Time to Engage and Discuss

All PPH Teams were asked to take time to engage and discuss items in team settings. A list of potential activities was shared in the [2018/19 Plan](#). Teams engaged in activities such as watching the CBC series 8th episode “Indigenous in the City”; participating in the Welcome to Treaty 1 Program at the Manitoba Museum; and reviewing content and dialogue summaries from the Circles of Reconciliation website. Not all teams had the opportunity to partake in field trips, like the guided museum tour, due to budget and time constraints.

Among those who completed the survey, almost half (48%) had participated in two discussions/activities while approximately 15% did not participate in any discussions or activities. Among those that did, only one disagreed the content was important and relevant to PPH; and the vast majority agreed or strongly agreed the team activities generated meaningful discussion and ideas.



A range of qualitative feedback was received. Many respondents described appreciation for the approach that allowed teams to tailor content and discuss application to their specific practice. A couple of respondents emphasized seeking more practical application of the content. One respondent described the importance of a centralized facilitator (Population Health Equity Initiatives Leader). A couple of respondents described the challenge of prioritizing staff development activities within team priorities.

I did not feel the conversation was meaningful as there was no identified actionable items discussed as an organizational level. I feel that many staff are practicing from a culturally sensitive lens, however after the group discussion many staff shared the same feelings re: staff are often advocating for clients against our agency policies and mandates with little success for organizational support for staff and clients.

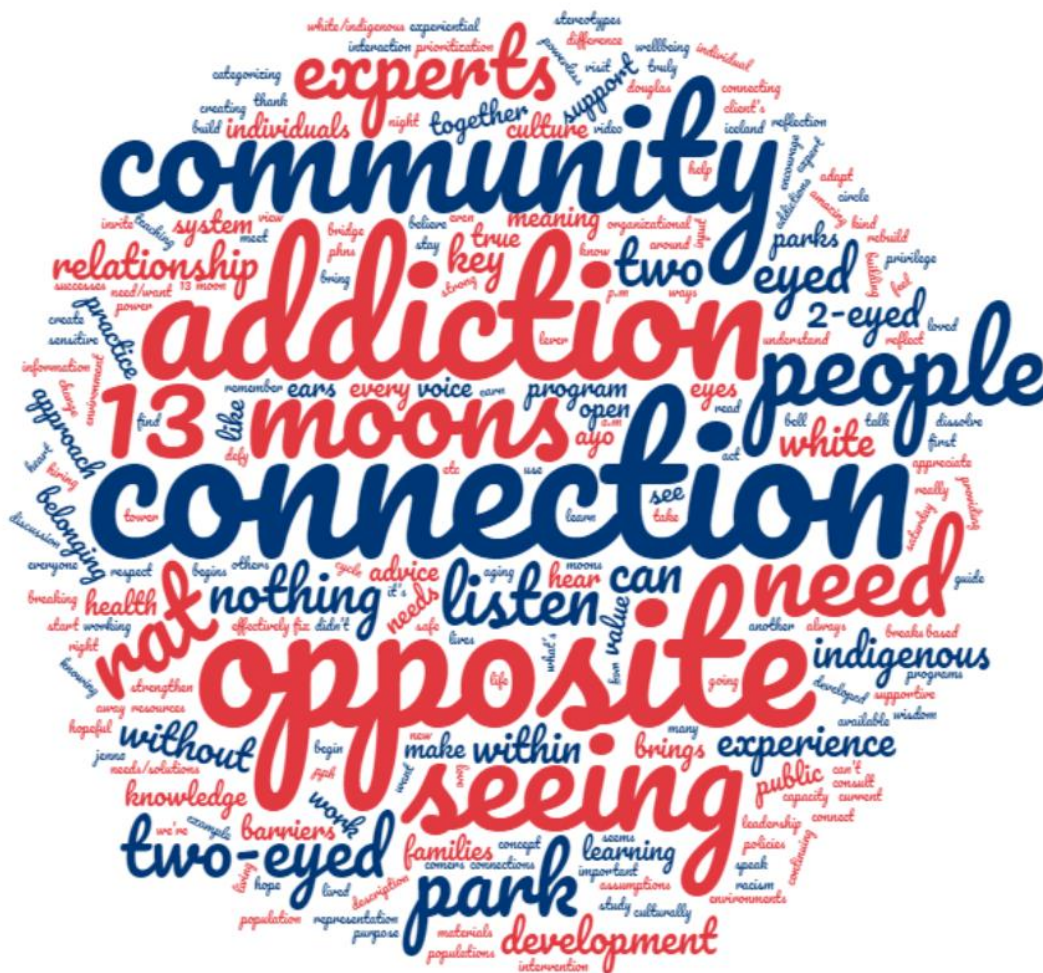
The first year I worked in PPH there were scheduled telehealth/webinars that were a few times a year (maybe quarterly?) I think that I felt in some ways more connected to understanding things at a program level greater than my day to day work - if there was some combination of that and the team activities that could round things out in a different way?

## June ½ day session

The 2019 June half day sessions included a welcome from Rev. Mr. Michael Thibert, Indigenous Health Programs, and presentations from PPH leadership, the PPH Staff Development Team (*Ways of Knowing and Working Together*), and Jenna Wirch (*13 Moons Harm Reduction: Culture as Harm Reduction*).

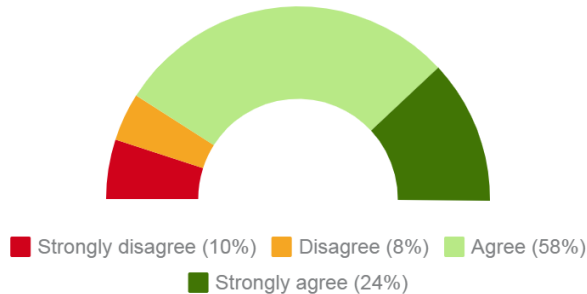
Following the presentations, breakout sessions inspired by principles of a Talking Circle encouraged sharing and reflection among staff. Presentations and videos shown are available on the PPH Staff Development [Extranet Site](#).

In closing, all participants were asked to write a reflection from the event and share it on a post-it note. This word cloud summarizes the themes posted on the wall:



PPH Leadership Team: PPH Update

Please indicate your level of agreement with the following: *The information shared in the Population and Public Health Update (PPH Leadership Team) was valuable and informative.*



*What main messages did you take away?*

- Strategic priorities and Syphilis outbreak - main messages but consistent communication about health care reform and PH effects would be great to know. Consider monthly PH communications bulletin.
- Not much. We want to know more program level stuff. Why are we doing 3 vaccines at schools? Are we worried about measles? How is the HSHR team coping?
- Very helpful and inspiring to read the final versions of the mission and priorities and understand to some extent next steps with respect to implementation plan (development of leadership groups).
- The strategic priorities. I would have like to hear more on the recruitment process for development the implementation teams of the strategic priorities.

PPH Staff Development Team: Ways of Knowing and Working Together

Overall, the majority of respondents felt “somewhat” more informed by the concepts shared in the *Ways of Knowing and Working Together* presentation. When asked about the main messages of the presentation, respondents described:

- Reinforced the deep rooted value that ways of knowing brings to healthy transformational processes including working together
- I need to continue to do work to become aware of my cultural bias and work to be sensitive and respectful of the opinions and views of others.
- As a home visitor I have no power to change the system but great power to empower clients
- Although these topics are meaningful, it is repetitive and would be good to strategize next steps.

Jenna Wirch: 13 Moons Harm Reduction: Culture as Harm Reduction

Overall, the presentation on 13 Moons was very well received by participants – over 90% felt they gained new and useful knowledge. When asked about the main messages of the presentation, respondents described learning about the work of the community based organization and appreciating the client- and community-centred approach of the presenters.

- Harm reduction is realistic and effective but not supported by governments.
- Programs organized by the people for the people prove successful.
- I feel that these topics are discussed over and over and I am gaining little further knowledge about the concepts during these sessions, but do find the anecdotal stories about grass roots programs in the community to be interesting.
- Everything about the presentation was powerfully transformational, content, style of presentation, authenticity, passion and conviction. I was greatly moved by this experience and the teachings and lessons shared.



Group Discussion: Building on the Principles of a Talking Circle



*Did you find the format of a talking circle was effective to share and hear reflections on the presentations?*

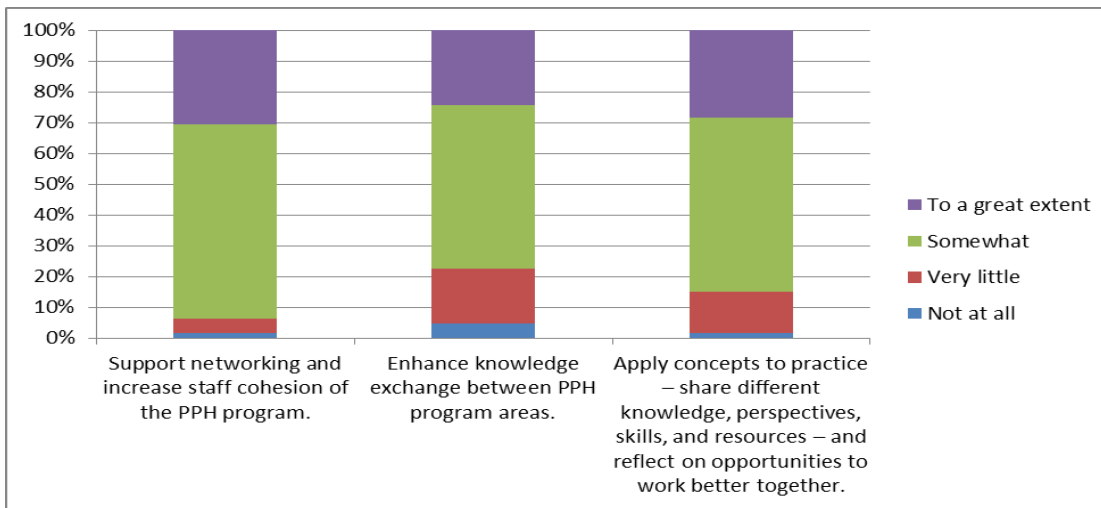
32 respondents answered 'Yes' (52%); 4 respondents answered 'no' (7%); and 25 gave qualitative answers to the question "why or why not?"

- Our group engaged in some rich discussion that helped each of us to garner various perspectives applying a format that fostered balanced discussion. A few of us commented that this was a fantastic way to learn more about what other P.H. Staff have learnt from their practice. We should do this a few times a year!
- It allows those who may otherwise stay quiet in a group discussion, share. And those who may tend to dominate a conversation or talk over people, it creates an opportunity for them to stop and listen more, and talk in turn
- I think the morning presented the perfect opportunity for the circles to develop concrete ways for folks to dismantle or at least identify the white privilege in our offices and work spaces. so a big missed opportunity there was no practical application of the learning
- Our group went around the circle 3-4 times and each time the rock was passed between individuals. Every new round, I witnessed our group growing deeper in thought and reflection, gaining confidence and courage to speak from lived experiences. It was so beneficial.



Overall, the majority of staff felt we met our objectives for the June ½ day session.

*To what extent do you feel that we met our objectives for the day?*



*Overall, what part of the day did you find most impactful / meaningful / useful (presenter, key message/point, activity)?*

An overwhelming majority of respondents describe the presentation by Jenna Wirch on 13 Moon as the most impactful/useful. A few respondents also noted appreciation for the two-eye seeing concepts and the group discussions/debrief as well as an overall appreciation for the ½ day session.

The opportunity to connect with others in different areas of PPH (the sharing circle) was interesting because we often work with different demographics of people and have different perspectives and knowledge.

Jenna's message was enlightening and being aware of other resources in another area that can be applicable for our families to reach out to, even though it may not be close in proximity. The different community work being done in other areas and connection for individuals can be healing.

General feedback / comments regarding the ½ day June PPH staff development session

Respondents provided a range of suggestions and general feedback about the ½ day June session. The range of feedback – one respondent described a preference for the previous years’ format of topics for individual selection, while another described appreciation of the opportunity for integrated learning across the PPH program. Many respondents commented on the importance of networking and learning from other community areas and parts of the PPH program as well as learning from community based organizations.

## Planning for Future PPH Staff Development Sessions

### Formats

Respondents describe a preference for the in-person PPH ½ day sessions. These responses are similar to what we heard in 2018 (82% in-person; 52% webinars; 51% team discussions); note that ‘Team Discussions’ increased in preference. General comments about the format focused on team members preference for interactive and applicable learning.

How do you prefer to receive professional development content?  
(check all that apply)



Webinars

36%



Team Discussions  
(e.g., Standing Team Agendas)

59%



Recommended Readings

27%



In-person PPH Staff 1/2 Day Sessions

81%



Online Learning Management Systems (LMS)

44%



Team discussions are great because then we could discuss what might work in our community or not.

Divide the PPH staff up. Topics may not be helpful to FFHV's.

I would like information that I can take back and put into practice with the families I work with. Topics that I can give them the knowledge that I took from the sessions.

The in-person 1/2 days are good because it provides the opportunity to hear directly from other offices or organizations and share experiences to promote growth and learning.

My preference is for in person discussion after reading or viewing something appropriate.

### Future Topics

Respondents offered a range of suggestions for future PPH Staff Development sessions. About 12 respondents suggested more on topics related to reconciliation, anti-racism and cultural safety. Some respondents described these topics as repetitive, seeking different learning opportunities and/or strategic action planning. About 5 respondents suggested topics related to community partnerships, engagement and community development. About 3 respondents suggested more information about harm reduction. A range of other topics, from organizational change to topic specific education was recommended.