

Sexual Orientation Gender Identity and Expression (SOGIE) Provincial Advisory Council (PAC) Work Plan

The work plan was developed by Council members at the March 2019 meeting; it is intended to be a living document that outlines the focus and priorities of the Council for the next two to three years. The work plan will be reviewed at each meeting and updated annually to ensure the priorities are responsive to the needs of the SOGIE community and Alberta Health Services (AHS).

Sub-committees will be established to carry out specific work plan activities and priorities in between regularly scheduled Council meetings.

Priority 1: Education and Training			
Goal	Activities	Tasks	Notes
Healthcare provider education			
<ul style="list-style-type: none"> Provide advice and recommendations to AHS about education and training for healthcare providers to build a safer and more inclusive healthcare system for all sexual and gender minorities across the spectrum of diversity. 	<ul style="list-style-type: none"> Provide recommendation to AHS to integrate mandatory diversity and inclusion training for all staff. Recommend additional tools, resources or materials and advise on the development, to support staff and public education. Engage with Primary Care Networks to understand current training/education available to physicians and identify opportunities for Council to provide advice. 	<ul style="list-style-type: none"> Review existing education materials supporting safer and more inclusive health services. Engage with the College of Physicians and Surgeons to learn about current education and training requirements for physicians. Request presentation from Knowledge Management and Diversity and Inclusion to learn more about existing resources. Arrange presentation from Primary Care Network governance committee. Review recommendations from the Calgary Zone Sexual and Gender Diversity Advisory Group 	

Priority 1: Education and Training			
Goal	Activities	Tasks	Notes
Public awareness			
<ul style="list-style-type: none"> • Provide recommendations to AHS to improve awareness of LGBTQ2S+ related health services. • Identify opportunities to share patient stories and experiences to increase public awareness of LGBTQ2S+ healthcare experiences. 	<ul style="list-style-type: none"> • Provide advice and recommendations to AHS based on feedback received through engagement with the community. • Request information from AHS on programs and services available for LGBTQ2S+ patients and families. • Raise awareness in the community for existing navigation services and resources available for patients and families. 	<ul style="list-style-type: none"> • Develop an engagement strategy, integrating Together4Health, to gather feedback from SOGIE communities across the province. • Explore opportunities to integrate community roundtable discussions and engagement at regular Council meetings. • Request presentations or information from AHS departments such as 811 and Sexual and Reproductive Health. • Request presentation to learn more about Alberta's Gender Reaffirming Program. 	
Council development/education			
<ul style="list-style-type: none"> • Identify presentations and areas to increase knowledge and understanding of Council priority areas to better support the SOGIE community and provide informed advice and recommendations to AHS. 	<ul style="list-style-type: none"> • Participate in education opportunities related to cultural competency. • Provide Council with information on AHS foundational strategies. • Identify key programs and departments to request regular updates from for Council meetings. 	<ul style="list-style-type: none"> • Schedule a blanket exercise as an activity at a council meeting in 2019. • Request presentation from AHS' Strategic Clinical Networks, Planning and Performance, and other departments doing work that inform AHS' strategic direction. 	

Priority 2: Community engagement and partnership building			
Goal	Activities	Tasks	Notes
Build awareness of the SOGIE PAC			
<ul style="list-style-type: none"> Build an awareness of the SOGIE PAC in communities across the province to increase community involvement and interest in Council work. Engage with communities to build trust and establish mechanisms to receive ongoing feedback and input from the community to inform Council work. 	<ul style="list-style-type: none"> Council member participation at local events such as pride and related workshops/seminars. Integrate engagement opportunities for the public in regular Council meetings. Host a community round table/focus group session to gather community feedback on Council priority areas. Promote Council work with community agencies and health partners to expand awareness of the Council and increase opportunities to make an impact. 	<ul style="list-style-type: none"> Identify a calendar of events where Council member participation would be valuable. Develop an engagement strategy to support all Council priority areas. Plan a community engagement session for May 2020 meeting. Develop materials about the SOGIE PAC to be used at events and on the AHS webpage. 	<ul style="list-style-type: none"> May 2020 engagement session tentatively scheduled to be outside of Calgary and Edmonton
Build partnerships with other Advisory Councils			
<ul style="list-style-type: none"> Collaborate with other AHS Advisory Councils on overlapping priority areas. 	<ul style="list-style-type: none"> Presentations to other Advisory Councils to share SOGIE PAC priorities and information about members. Present at the 2019 annual advisory council fall forum. Invite other Advisory Council members to SOGIE PAC meetings. Council members to attend other Advisory Council meetings. 	<ul style="list-style-type: none"> Share the work plan with other Councils to identify areas of overlap. Share SOGIE PAC meeting schedule with other Councils and vice versa. 	

Priority 3: SOGIE PAC involved in key AHS projects and initiatives			
Goal	Activities	Tasks	Notes
SOGIE PAC involved in key organizational strategy development			
<ul style="list-style-type: none"> Provide advice and support to AHS departments developing operational plans and strategies. 	<ul style="list-style-type: none"> Participate in the development of the <i>2020-2023 AHS Health Plan and Business Plan</i>. Participate in the 2020 AHS mission statement refresh. Develop a basic understanding of strategic planning initiatives and processes within AHS. 	<ul style="list-style-type: none"> Coordinator to share interest of Council involvement in initiatives with project teams. Request presentations and offer Council meetings as engagement opportunities to AHS teams taking on related work. 	
Address barriers for SOGIE people accessing AHS programs or services			
<ul style="list-style-type: none"> Develop recommendations to help support AHS in developing policies that are inclusive of LGBTQ2S+ patients, families and staff. Develop recommendations to improve LGBTQ2S+ patient experience when accessing health services 	<ul style="list-style-type: none"> Develop a best practice guide to serve as a resource for AHS departments developing policies and procedures. Provide recommendations to AHS to improve the patient concerns and feedback process for LGBTQ2S+ patients and families. Provide advice and recommendations as requested by AHS. 	<ul style="list-style-type: none"> Review existing AHS resources developed to support safer and more inclusive health services. Audit current resources outside of AHS to understand current best practice. Request presentation from Patient Relations to better understand the process for patient concerns and feedback. 	