

# Community Member Scorecard

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To advance the quality and accessibility of HIV services within AIDS-serving organizations across Canada, CHABAC (in full) recognizes the imperative for a comprehensive and transparent assessment. This Community Scorecard aims to serve as a vital tool in evaluating and enhancing the effectiveness of HIV-related programs and services provided by organizations committed to combating the HIV/AIDS epidemic.

Our shared commitment to eradicating the stigma associated with HIV, promoting inclusivity, and ensuring equitable access to services propels us to establish this collaborative framework. By collectively assessing the performance of AIDS-serving organizations, we seek to foster a culture of accountability, innovation, and continuous improvement. This endeavor is rooted in the belief that an informed community is an empowered community, and our combined efforts will contribute to the overall well-being of those with lived experience of HIV.

The scorecard allows you to rate your experiences on a 5-point scale. If a particular question or criterion does not apply to you, please enter N/A.

Your consent and participation in this survey is important to us. Consent includes:

Consent is voluntary and free of undue influence or coercion. Participants are free to withdraw at any time, for any or no reason, without suffering any consequences or disadvantages for doing so. They are also free to not answer any questions that they do not want to answer.

No identifying information will be collected. The privacy of individuals and their community's privacy will be respected.

If you have any questions about our project please reach out:

Alberta: violet.c@hivedmonton.com

Ontario: prgm.cor@black-cap.com or natasha@whiwh.com

Manitoba: sunday.olukoju@ccgsworld.org

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## Key Concepts and Definitions

**Anti-Black racism** is prejudice, attitudes, beliefs, stereotyping and discrimination that are directed at people of African descent that is rooted in their unique history and experience of enslavement. Confronting racism is an active process of identifying and eliminating racism by changing systems, organizational structures, policies and practices and attitudes, so that power is redistributed and shared equitably.

**Cultural responsiveness** is the ability to understand cultural differences, recognize potential biases, and to look beyond differences to work productively with individuals and communities whose cultural contexts are different from one's own.

**Cultural safety** is about acknowledging the barriers to clinical effectiveness arising from the inherent power imbalances between providers and service users.

**Cultural sensitivity** is awareness and appreciation of the values, norms, and beliefs characteristic of a cultural, ethnic, racial, or other group that is not one's own, accompanied by a willingness to adapt one's behaviour accordingly.

**Equity** refers to fair treatment for all people, so that the norms, practices, and policies in place ensure identity does not determine access to opportunities or health outcomes. Equity differs from equality in a subtle but important way. While equality assumes that all people should be treated the same, equity takes into consideration a person's unique circumstances, adjusting treatment accordingly so that the end result is equal.

**Inclusivity** involves giving ACB health providers and ACB community members/service users a voice to help provide and receive high-quality care and encouraging the presence of a diverse healthcare staff in the treatment experience of ACB community members/service users.

**Intersectionality** is a framework for understanding how a person's various social and political identities combine to create different modes of discrimination and privilege. Intersectionality identifies multiple factors of advantage and disadvantage.

**Members/Service Users** are individuals from African, Caribbean, and Black communities who are seeking health care services.

# Community Member Scorecard

## Consent

1. I consent to participating in this scorecard activity.

Yes  No

## Demographics

2.1 What is your province of residence

Alberta  Manitoba  Ontario  Other: \_\_\_\_\_

2.2 What is your age?

18 - 24  25 - 34  35 - 44  45 - 54  55 - 64  65 - 74  75 or older

2.3 Which of the following best describes the area you live in?

Urban (high density, downtown or city-centre)

Suburban (medium density)

Rural (low density, countryside or acerages)

2.4 What is your approximate total household income?

Less than \$20,000

\$20,000 to \$34,999

\$35,000 to \$49,999

\$50,000 to \$74,999

\$75,000 to \$99,999

\$100,000 to \$149,999

\$150,000 or more

I do not know

I prefer not to answer

2.5 What is your HIV Status?

HIV Positive  HIV Negative  HIV Status Unknown

2.6 Which race category best describes you? (select all that apply)

African, Caribbean, or Black (ACB)

East Asian

Indigenous

Latino / Hispanic

Middle Eastern

South Asian

Southeast Asian

White

I prefer not to answer

Other: \_\_\_\_\_

2.7 Were you born in Canada?

Yes  No

2.8 What is your gender identity? (select all that apply)

Cis man (you were assigned male at birth)

Cis woman (you were assigned female at birth)

Trans man / trans-masc (you were assigned female at birth and your gender expression is currently masculine)

Trans woman / trans-femme (you were assigned male at birth and your gender expression is currently feminine)

Nonbinary / Genderqueer / Agender (you do not identify with masculine/feminine or identify with both terms)

I prefer not to answer

Other: \_\_\_\_\_

2.9 What is your sexual orientation? (select all that apply)

Straight (you are only romantically or sexually interested in the opposite gender)

Gay (you are a man or nonbinary person and are only romantically or sexually interested in other men)

Lesbian (you are a woman or nonbinary person and are only romantically or sexually interested in other women)






Bisexual / Pansexual (you are romantically or sexually interested in people of any gender)

Asexual (you are, of varying degrees, not sexually interested in other people at all)

I prefer not to answer

Other: \_\_\_\_\_

# Community Member Scorecard

Needs urgent action		Needs improvement	Meets expectations	Exceeds expectations
1 - Strongly disagree / Very Poor 	2 - Disagree / Mediocre 	3 - Neutral / OK 	4 - Agree / Good 	5 - Strongly Agree/Very Good 
Does not apply = N/A				
<i>Please rate your experience based on the scale above</i>				
<b>Access to Healthcare Services</b>				
3.1 Were the healthcare services easy to find? (For example, testing, counselling, and treatment)				
3.2 Were the healthcare services affordable for you? (In other words, financial costs did not create barriers for you)				
3.3 Could the location be reached with public transportation?				
3.4 Was information on the healthcare organization or service readily available in appropriate languages?				
3.5 Was the healthcare facility welcoming and friendly?				
<b>Experience with Healthcare Providers</b>				
4.1 Did healthcare providers and staff treat you with dignity and respect?				
4.2 Did healthcare providers take time to understand your specific needs and concerns?				
4.3 Were you provided with clear and accurate information about HIV prevention, testing, and treatment?				
4.4 Were you given the opportunity to ask questions and have them answered in a language that you understood?				
4.5 Did you receive care that was sensitive to your cultural background and life experiences?				
4.6 What aspects of your identity do you feel need to be acknowledged for you to have a positive healthcare experience? (check all that apply) <input type="checkbox"/> Culture & language <input type="checkbox"/> Gender <input type="checkbox"/> Age <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Immigration status <input type="checkbox"/> Other: _____				
4.7 Did you feel comfortable discussing your sexual health with healthcare providers?				
4.8 Were you involved in the decision-making regarding your HIV care and treatment?				
4.9 Were your confidentiality and privacy respected throughout your healthcare visit?				
4.10 Were you given an opportunity to provide feedback into the services you received?				
4.11 Would you recommend these services to other ACB Canadians based on your experiences?				
<b>Quality of Healthcare Services</b>				
<b>Testing</b>				
5.1 What testing or options for testing did you receive? (check all that apply) <input type="checkbox"/> Standard lab testing <input type="checkbox"/> Anonymous Point-of-Care testing <input type="checkbox"/> Self-testing kits <input type="checkbox"/> Other: _____				
5.2 How accessible were the testing services? (Language, hearing, vision, and physical accessibility)				
5.3 How sensitive were the testing services to your culture/language needs and other concerns? (E.g., reducing stigma)				
5.4 How beneficial or helpful were the testing services for you?				
<b>Counselling</b>				
6.1 What types of counselling did you receive? (check all that apply) <input type="checkbox"/> Pre-test <input type="checkbox"/> Post-test <input type="checkbox"/> Counselling on sexually transmitted & blood borne infections <input type="checkbox"/> Counselling on treatment				
6.2 How accessible were the counselling services? (Language, hearing, vision, and physical accessibility)				
6.3 How sensitive was the counselling to your culture and language needs and other concerns? (E.g. reducing stigma)				
6.4 How beneficial or helpful were the counselling services for you?				
6.5 Did you receive appropriate referrals to other healthcare providers/community organizations for additional support?				
<b>Treatment</b>				
7.1 What types of healthcare did you receive? (check all that apply) <input type="checkbox"/> Treatment for HIV / Hep C / STBBIs <input type="checkbox"/> Treatment for other health conditions such as diabetes and hypertension <input type="checkbox"/> Psychological & mental health <input type="checkbox"/> Physical therapy <input type="checkbox"/> Pain management <input type="checkbox"/> Other: _____				
7.2 How accessible were the treatment services? (Language, hearing, vision, and physical accessibility)				
7.3 How sensitive was the treatment to your culture and language needs and other concerns? (E.g., reducing stigma)				
7.4 How beneficial or helpful were the treatment services for you?				
7.5 To what extent did the health provider address other health issues or concerns you might have?				
7.6 Did you receive appropriate referrals to other healthcare providers/community organizations for additional support? (check all that apply) <input type="checkbox"/> Treatment for other health conditions <input type="checkbox"/> Psychological & mental health <input type="checkbox"/> Addictions & Substance Use <input type="checkbox"/> Pain management <input type="checkbox"/> Social support <input type="checkbox"/> Housing <input type="checkbox"/> Income assistance <input type="checkbox"/> Access to Healthy Food				
<b>Harm reduction &amp; Prevention</b>				
8.1 Were you given information on harm reduction, including infectious disease prevention options?				
8.2 Were you able to receive appropriate harm reduction supplies (condoms, needles, and syringes)?				
<b>Educational materials</b>				
9.1 Were you given education on HIV prevention, treatment, and management?				
9.2 Were the educational materials appropriate to your culture and language needs?				
9.3 How helpful were the educational materials provided to you?				

