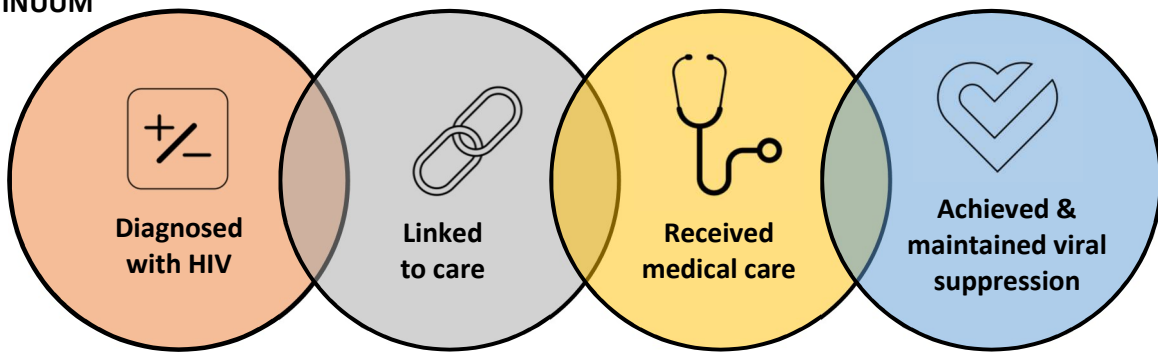


HIV CARE CONTINUUM



Purpose of the Scorecards

The following scorecards were developed through a participatory process that engaged African, Caribbean, and Black (ACB) communities along with healthcare providers and staff from AIDS Serving Organizations (ASOs) from across Canada. The purpose of the scorecards is to gather information to improve the HIV continuum of care for ACB communities. People from African, Caribbean, and Black communities are disproportionately affected by HIV/AIDS in Canada. Stigma and discrimination based on gender, race, and sexual orientation are significant barriers to HIV prevention in ACB communities and can negatively impact HIV testing rates and the ability of people living with HIV to seek the treatment, care, and support they need.

The scorecards are intended to be tools that can help ASOs and health care providers to quickly assess the cultural responsiveness and quality of the services they provide to ACB communities and in doing so identify opportunities to better meet the needs of those they serve.

The scorecard allows you to rate several dimensions of your services 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:

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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.

Consent
1. I consent to participating in this scorecard activity. <input type="checkbox"/> Yes <input type="checkbox"/> No
Demographics
2.1 What is your province of residence <input type="checkbox"/> Alberta <input type="checkbox"/> Manitoba <input type="checkbox"/> Ontario <input type="checkbox"/> Other: _____
2.2 What kind of healthcare worker are you? <input type="checkbox"/> Doctor <input type="checkbox"/> Healthcare Aid <input type="checkbox"/> Healthcare Student <input type="checkbox"/> Nurse <input type="checkbox"/> Nurse Practitioner <input type="checkbox"/> Pharmacist <input type="checkbox"/> Therapist / Counsellor <input type="checkbox"/> Other: _____
2.3 What is your age? <input type="checkbox"/> 18 - 24 <input type="checkbox"/> 25 - 34 <input type="checkbox"/> 35 - 44 <input type="checkbox"/> 45 - 54 <input type="checkbox"/> 55 - 64 <input type="checkbox"/> 65 - 74 <input type="checkbox"/> 75 or older
2.4 Which of the following best describes the area you live in? <input type="checkbox"/> Urban (high density, downtown or city-centre) <input type="checkbox"/> Suburban (medium density) <input type="checkbox"/> Rural (low density, countryside or acerages)
2.5 Which race category best describes you? (select all that apply) <input type="checkbox"/> African, Caribbean, or Black (ACB) <input type="checkbox"/> East Asian <input type="checkbox"/> Indigenous <input type="checkbox"/> Latino / Hispanic <input type="checkbox"/> Middle Eastern <input type="checkbox"/> South Asian <input type="checkbox"/> Southeast Asian <input type="checkbox"/> White <input type="checkbox"/> I prefer not to answer <input type="checkbox"/> Other: _____
2.6 Were you born in Canada? <input type="checkbox"/> Yes <input type="checkbox"/> No
2.7 What is your gender identity? (select all that apply) <input type="checkbox"/> Cis man (you were assigned male at birth) <input type="checkbox"/> Cis woman (you were assigned female at birth) <input type="checkbox"/> Trans man / trans-masc (you were assigned female at birth and your gender expression is currently masculine) <input type="checkbox"/> Trans woman / trans-femme (you were assigned male at birth and your gender expression is currently feminine) <input type="checkbox"/> Nonbinary / Genderqueer / Agender (you do not identify with masculine/feminine or identify with both terms) <input type="checkbox"/> I prefer not to answer <input type="checkbox"/> Other: _____
2.8 What is your sexual orientation? (select all that apply) <input type="checkbox"/> Straight (you are only romantically or sexually interested in the opposite gender) <input type="checkbox"/> Gay (you are a man or nonbinary person and are only romantically or sexually interested in other men) <input type="checkbox"/> Lesbian (you are a woman or nonbinary person and are only romantically or sexually interested in other women) <input type="checkbox"/> Bisexual / Pansexual (you are romantically or sexually interested in people of any gender) <input type="checkbox"/> Asexual (you are, of varying degrees, not sexually interested in other people at all) <input type="checkbox"/> I prefer not to answer <input type="checkbox"/> Other: _____

Healthcare Provider Scorecard

Needs urgent action		Needs improvement	Meets expectations	Exceeds expectations
1 - Very Poor / Never 	2 - Mediocre / Rarely 	3 - Average / Sometimes 	4 - Good / Often 	5 - Excellent / Always 
Does not apply = N/A				
<i>Please rate the organization based on the following 5-point scale above</i>				
Cultural Responsiveness and Cultural Safety				
3.1 Staff are aware of their own biases and recognize that differences across cultural groups need to be integrated into assessment, pre- and post-assessment counseling, treatment planning, and services.				
3.2 Organizational processes and practices are in place to increase the knowledge and ability of staff to respond appropriately to the unique needs and lived experiences of ACB communities.				
3.3 Staff are trained in trauma-informed care that recognizes the historical and cultural context of ACB communities.				
3.4 Policies and practices are in place to address mental health and well-being, considering the unique stressors and experiences faced by ACB communities.				
3.5 The organization regularly reflects on the impacts of its values, behaviours, and actions on ACB communities.				
3.6 The organization is committed to evaluating and improving the responsiveness of its policies, practices, and services to ACB communities.				
3.7 The organization provides resources (printed materials, online resources, etc.) that are culturally relevant and accessible to ACB communities.				
3.8 Interpreters or translation services are available to ensure effective communication for ACB community members with limited English proficiency.				
3.9 The organization collaborates with other stakeholders to develop and implement anti-stigma campaigns specifically tailored to ACB communities.				
3.10 The organizational policies and practices respect the autonomy, dignity, and self-determination of community members/service users.				
3.11 Individual service/treatment plans are developed in collaboration with community members/service users.				
3.12 Members/service users from ACB communities have a voice in the design and assessment of services and supports.				
3.13 Mechanisms are in place to address cultural misunderstandings between staff and ACB community members.				
Equity and Inclusivity				
4.1 Equity, diversity, and inclusivity are openly acknowledged in organizational policies and practices.				
4.2 Members/service users from ACB communities have opportunities to inform policies and practices.				
4.3 The organization provides education and training to staff on the historical context of ACB communities and the impact of systemic inequalities.				
4.4 The organization makes efforts to reduce barriers to accessing services and supports. For example, providing culturally and linguistically appropriate services and reducing stigma.				
4.5 The organization provides ACB-specific support groups or events to foster a sense of belonging and peer support.				
4.6 The organization allocates dedicated resources to support ACB communities.				
4.7 The organization recruits, trains, and hires staff/service providers from ACB communities.				
4.8 Members of ACB communities are represented on the management of the organization.				
4.9 Members of ACB communities are represented on the governance of the organization (board of directors).				
4.10 The organization actively engages with local ACB community leaders and organizations to ensure that services are aligned with community needs and priorities.				
4.11 Processes are in place to regular review and update organizational policies to ensure they remain relevant and inclusive of ACB communities' needs.				
4.12 Mechanisms are in place for ACB community members to provide anonymous feedback to improve services.				
Addressing Anti-Black Racism				
5.1 Addressing Anti-Black racism and advancing social justice are openly acknowledged in policies and practices.				
5.2 Mechanisms are in place for ACB community members/service users to report incidents of discrimination or racism in the organization's services.				
5.3 Staff members regularly educated and trained on the history and impact of anti-Black racism in healthcare and society-at-large.				
5.4 Staff know how to respond to anti-Black racism (Please rate the level of knowledge based on the scale).				
5.5 The organization supports staff to respond to anti-Black racism.				
5.6 The organization collects data to identify barriers experienced by ACB communities.				
5.7 The organization works with other service providers to address systemic barriers experienced by ACB communities.				
5.8 The organization collaborates with community stakeholders, advocates and activists to address broader issues of racism and social justice that impact ACB communities.				
Addressing the Social Determinants of Health				
6.1 The organization provides assistance for ACB community members who may face economic barriers to accessing care and support services.				
6.2 The organization provides information and support for ACB community members to access housing.				
6.3 The organization provides access or referrals to nutrition support.				
6.4 In addition to providing healthcare services for HIV, the organization provides supports and referrals to address and prevent chronic disease.				