



CLPNS  
COLLEGE OF LICENSED PRACTICAL  
NURSES OF SASKATCHEWAN

# Culturally Safe Service Standard Guideline





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The legislated mandate of the College of Licensed Practical Nurses of Saskatchewan is to protect the public through the regulation of Licensed Practical Nurses.

# Culturally Safe Service Standard Guidelines

## Using this document

This Service Standard Guideline document explains the expectations, commitments, and best practices of CLPNS staff, Council, and committees. Its purpose is to clarify service standards surrounding Culturally Safe Service and reinforce the CLPNS' responsibilities to operate in a culturally safe manner.

## Introduction

The College of Licensed Practical Nurses of Saskatchewan (CLPNS) regulates Saskatchewan's Licensed Practical Nurse profession. The CLPNS' duty is to regulate the LPN profession in a manner that serves and protects the public of Saskatchewan. The CLPNS is governed by its Council, which ensures the CLPNS carries out the responsibilities prescribed in the *Licensed Practical Nurses Act, 2000*, manages the authority delegated in the Act, and complies with the Act's requirements. The CLPNS:

- serves and protects the Saskatchewan public
- makes decisions in the public interest and not in the interests of CLPNS members
- regulates the profession and governs according to *The Licensed Practical Nurses Act, 2000* and the bylaws
- assures the public of the knowledge, skill, proficiency and competency of the profession's members
- intervenes in cases of unacceptable practice through a comprehensive Complaints, Investigation and Discipline process
- approves practical nurse education programs
- establishes, maintains and enforces:
  - registration requirements
  - a continuing competency program
  - Standards of Practice and Code of Ethics

In October 2022, the CLPNS Council declared Indigenous-specific racism in healthcare a risk to the public and directed the CLPNS to develop strategies to address it. The CLPNS is committed to authentic allyship and acknowledges the importance of truth and reconciliation with Indigenous people and the Indigenous community by regulating the LPN profession within the health care system. Authentic allyship means being intentional in the CLPNS' efforts to discover the truths, develop meaningful relationships, and achieve reconciliation with Indigenous people and the Indigenous community. Authentic allyship embraces collaboration with Indigenous People and involves understanding that Indigenous Peoples are best situated to know what they need.

## Purpose

The CLPNS, through its Council, Statutory Committees, and staff is committed to cultural safety. This means the CLPNS' policies, processes and procedures reflect the cultural safety expectations of the LPN profession. Providing Culturally Safe Service (CSS) to the Indigenous community is an expectation at the CLPNS.

The CLPNS' Values outline its appreciation of the uniqueness of each individual and commitment to fostering inclusive relationships built on mutual respect. In addition, the CLPNS' Strategic Objectives include a commitment to champion diversity, equity, and inclusion in all interactions and regulatory practice. The CLPNS's commitment to providing CSS is a foundation of its governance and strategies and is reflected in regulatory processes and policies.

The CLPNS' Regulatory Performance Standards support the improvement of CLPNS' regulatory performance. These standards include:

- Standard 7: cooperative and collaborative relationships to ensure the CLPNS is responsive to evolving public expectations of regulators and healthcare professionals
- Standard 8: understanding and responding to changing public expectations in a timely and effective manner

Providing CSS assists the CLPNS in maintaining these standards by acknowledging and addressing the issues and concerns of the Indigenous community through organizational changes to LPN professional regulation.

This document aims to describe the CLPNS' commitment to cultural safety. It intends to assist in standardizing the CLPNS' regulatory service operations and contribute to anti-racism in health care regulation.

## What is Culturally Safe Service?

Culturally Safe Service (CSS) is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in social and regulatory structures and processes. It results in a regulatory environment free of racism and discrimination, where people feel safe.

Indigenous cultural safety is the process of making spaces, services, and organizations safer and more equitable for Indigenous people by considering current and colonial impacts and seeking to eliminate structural racism and discrimination (CCPNR, 2023).

Racism is the process by which systems, policies, actions, and attitudes create inequitable outcomes based on race (AHRC, n.d). Racism in healthcare, specifically towards Indigenous people, is recognized by the CLPNS as a risk to the public in LPN practice and healthcare overall. As the CLPNS is responsible for addressing risks to the public by regulating the LPN profession, it commits to implementing CSS throughout its internal operations and firmly believes that the safety and quality of healthcare and the well-being of members in Saskatchewan will improve using CSS.

CSS does not profile or discriminate but is a service standard experienced as respectful and safe, allows meaningful communication and service, and is best defined by the recipient. Being culturally safe requires positive anti-racism stances, tools and approaches, and the continuous practice of cultural humility (CIHI, 2021). Cultural

humility is defined as having traits of respect, empathy and critical self-reflection at both intrapersonal and interpersonal levels. The intrapersonal component involves an awareness of the limited ability to understand the patient's worldview and culture. The interpersonal component incorporates a stance toward the patient that is marked by respect toward the patient's worldview (Hughes et al., 2020).

## How does the CLPNS provide Culturally Safe Service?

The CLPNS is committed to authentic allyship with Indigenous members and the Indigenous community. As LPNs are also part of the CLPNS' Council and committees, the expectation to provide both CSS and Culturally Safe Care (CSC) exists. LPNs serving on the CLPNS Council, CLPNS statutory committees and staff are accountable to the LPN profession's Standards of Practice and Code of Ethics.

Those within the CLPNS organization that are not LPNs are expected to demonstrate behaviours reflective of:

- offering culturally safe alternatives in disciplinary matters, such as Indigenous Talking Circles, mediation with Peacekeepers, Elders, Knowledge Keepers
- formation of and engagement with a Cultural Advisory Group for advice and guidance on the CLPNS' journey to authentic allyship
- publishing a Culturally Safe Care legislative interpretation to set clear expectations about the legal requirement to deliver CSC to Indigenous clients as outlined in the new *Code of Ethics for Licensed Practical Nurses*, effective June 21, 2023
- the CLPNS Council and staff participation in ongoing Diversity, Equity and Inclusion (DEI) awareness and education to create a common understanding and approach to organizational decisions and actions

## Code of Ethics for Licensed Practical Nurses

The *Code of Ethics for Licensed Practical Nurses* was updated to significantly focus on providing CSC to clients in LPN practice. Within the ethical principles are indicators that describe ethical practice expectations that apply to providing CSC. The CLPNS has adopted these principles to adjust and standardize its internal operations and functions as a regulatory body.

The principles serve to guide the CLPNS' reflections and decision-making across all areas of operations, inform the public about the ethical values and responsibilities as a regulatory, and convey CLPNS' regulatory commitment to client safety and public protection.

The principles are founded on the following:

- cultural humility and respect for the inherent dignity and rights of LPNs, members, colleagues, and the public
- promotion of optimal health and well-being
- a commitment to trauma-informed practice (recognizing connections between trauma and negative health outcomes and behaviours) and harm reduction
- a commitment to contribute to truth and reconciliation through client autonomy and self-determination

- care that is competent and safe, and
- equity of access to CSS for all LPNs and the public

Amended to refer to the CLPNS as a regulator, the below indicators relate to CSS and accompany these principles, describing the ethical responsibilities and expected professional conduct within the CLPNS:

1. The CLPNS promotes optimal health and well-being and engages in compassionate and non-judgmental interactions.
2. The CLPNS promotes healing and recovery through a trauma-informed and compassionate approach to regulation.
3. The CLPNS provides physically, mentally, emotionally, spiritually, psychologically, and culturally safe service.
4. The CLPNS provides and advocates for member and public dignity, autonomy, and self-determination.
5. The CLPNS supports and encourages personal well-being.
6. The CLPNS contributes to a healthy regulatory environment free of racism and discrimination.
7. The CLPNS is aware of and recognizes the importance of cultural diversity and commits to serving members and the public in a culturally safe manner.

The CLPNS views CSS as interaction without judgment, with an openness to learning about members' and the public's diverse cultures to deliver more inclusive, culturally safe, and competent regulatory service.

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