



CNAR 2023
VANCOUVER
CONTINUOUSLY CONNECTING CANADIAN REGULATORS



MASTER CLASS 2023

**ADVANCING YOUR JOURNEY IN TRUTH AND RECONCILIATION:
TWO-EYED SEEING AND BUILDING RELATIONSHIPS**

WORKSHOP BRIEF
A Snapshot of Proceedings



Workshop Brief:

A Snapshot of Proceedings

CNAR's workshop **Master Class 2023: Advancing Your Journey in Truth and Reconciliation: Two-Eyed Seeing and Building Relationships** was held on October 16, 2023 in what is now known as Vancouver, British Columbia, which is acknowledged as the unceded traditional territories of the x^wməθk^wəyəm (Musqueam Nation), Skwxwú7mesh (Squamish Nation), and səliłwətał (Tsleil-Waututh Nation).

The workshop aimed to support regulators in advancing in their journeys of truth and reconciliation, recognizing that journeys are different and each is at their own place. Content focused on two-eyed seeing and building relationships with Indigenous communities.

Two-Eyed Seeing

Len Pierre, who is Coast Salish from Katzie First Nation and CEO of Len Pierre Consulting, opened the workshop with an interactive session on two-eyed seeing.

Two-eyed seeing refers to the interweaving of western and Indigenous worldviews, and was developed by Elder Dr. Albert Marshall:

In explaining two-eyed seeing, Len Pierre juxtaposed typical corporate work values in Canadian society and Indigenous values and then outlined the core values for authentic two-eyed seeing and truth and reconciliation including:

- Cultural safety
- Humility
- Trauma-informed
- Harm reduction
- Compassion
- Patience
- Equity
- Cultural amplification

Grounded in this understanding of what two-eyed seeing is, the session then turned to exploring why two-eyed seeing is important. Attendees learned about the colonial foundation of Canada and how structures and systems (e.g., education, health care, justice, social services) are scaffolded by colonial ideology. Systemic racism exists and is deeply embedded in systems. Reconciliation and cultural safety are means to unpack these systems and work for change. Two-eyed seeing is needed



Two-eyed seeing is “learning to see from one eye with the strengths of Indigenous knowledges and ways of knowing, and from the other eye with the strengths of mainstream knowledges and ways of knowing, and to use both these eyes together, for the benefit of all” .
— Elder Dr. Albert Marshall

for understanding the worldviews and realities of Indigenous peoples and communities, dismantling colonial approaches and practices, and being able to develop and enter authentic relationships in a culturally safe and humble way.

A key message throughout the session was the importance of listening. Len Pierre shared the teaching that we have three ears – two on the sides of our head and the third being our heart. Critical to two-eyed seeing, building relationships, and truth and reconciliation is understanding and modeling the Indigenous practice of listening to understand rather than listening to respond. Key message – listen more, talk less.

Following the presentation, small group discussions explored:

What?

What did you expect?
What did you learn?

So what?

Why does this matter?
How does this link to your professional practice?

Now what?

What are you going to do differently? What opportunities do you see for action?

Insights shared during the debrief included:

- It is important to know and understand the why of cultural safety and humility and building relationships and what one is really trying to achieve in the work of truth and reconciliation.
- Two-eyed seeing can be viewed as a leadership theory with focus on service and strengths-based leadership.
- There is a need to explore how regulators can work collectively for change and not only rely on Indigenous communities.
- Learning is a journey together with a long view into the future.

Indeed, looking ahead, one attendee recalled as a key learning the challenge presented by Len Pierre to all in attendance – “**What kind of ancestor do you want to be?**”.

Building Relationships

Recognizing that those who are settlers in Canada have a responsibility to learn about Indigenous peoples and their history, culture, and experiences, and recognizing that regulators have insights to share from their actions on the path of truth and reconciliation, the second half of the workshop featured a panel presentation and discussion by representatives from three regulators. **Joanie Bouchard**, Registrar, College of Dietitians of British Columbia (CDBC), **Alissa Schacter**, Equity Officer & Policy Counsel, Law Society of Manitoba (LSM), and **Dr. Scott McLeod**, Registrar & CEO, College of Physicians and Surgeons of Alberta (CPSA) shared the experiences of their organizations and examples of actions taken to build relationships with Indigenous communities. In the spirit of truth and reconciliation, each panelist began their presentation recognizing the First Nations territories on which their respective organizations operate.

Joanie Bouchard shared the experiences of the CDBC as an example of how a small regulator can make truth and reconciliation and building relationships with Indigenous communities a priority with action. Examples include investing in educating staff, committees and the board, including commitments to truth and reconciliation in the strategic plan, being transparent and accountable about the steps taken and work to be done, and collaborating with other regulators and organizations to leverage knowledge and gain capacity together. Among the insights shared by Joanie Bouchard, one was the message of **being relational before being transactional**. Building trust in relationships takes time, involves being a human first with openness and humility, and requires learning about, respecting, and integrating the local cultural practices and protocols of the First Nations of the territories the organization occupies. Before entering and developing relationships with Indigenous communities, it is important for regulators to know their identity, what they represent, and how they are perceived.

Alissa Schacter shared the LSM's journey, with a focus on building relationships in the context of developing practice guidance and continuing professional development for registrants on Indigenous cultural competency and truth and reconciliation. Key components included developing a guiding framework and establishing an Indigenous Advisory Committee. Two key elements highlighted in the journey were the LSM's efforts to work and build relationships with various Indigenous organizations and the importance of taking the lead from Indigenous organizations and advisors about the design and content of professional development materials and sessions. One key message from the journey shared by Alissa Schacter is the importance of understanding one's perspective and **being open to new ways of seeing and doing the work**, including becoming comfortable with the uncomfortable. Also critical for moving forward is **shifting from a focus on results to a focus on relationships**.

Turning to governance and strategy, Dr. Scott McLeod shared about the establishment and work of the CPSA's Indigenous Advisory Circle and recent signing of a memorandum of understanding (MOU) with the Siksika Nation. Through the MOU, the CPSA respects the autonomy and sovereignty of Siksika and Siksika recognizes and endorses the CPSA's regulatory authority over physicians and physician assistants practising in their community and the CPSA's authority to accredit medical facilities. In his remarks, Dr. McLeod highlighted the **gift of engagement** and underscored the importance of **relationship earning** in working with Indigenous peoples and communities.

Common messages were clear – listening before acting is important to have credibility, the need to take action with an openness and humility, and knowing mistakes will be made. Without action, change is impossible.

Throughout the workshop attendees were invited into a place of learning, reflection, and sharing about their journeys of truth and reconciliation and steps they can take to move forward. Additional takeaways that participants shared include:

“Moving from land acknowledgement statements to territory acknowledgement statements [and] personalizing them.”

“Regulators are taking this issue seriously.”

“Doing the real work takes investment and is not on western timelines.”

“Lead while you learn, learn while you lead”.

“Ask questions” and “Don't be afraid of making mistakes”.

As one attendee shared, “**We can learn from each other. It is a journey. It is daily practice.**”

The journey of truth and reconciliation continues personally, organizationally, and in society.

Presentations and Presenters¹

Two-Eyed Seeing by Len Pierre, CEO, Len Pierre Consulting.

Advancing Your Journey in Truth and Reconciliation: Building Relationships with panelists Joanie Bouchard, Registrar, College of Dietitians of British Columbia, Alissa Schacter, Equity Officer & Policy Counsel, Law Society of Manitoba, and Dr. Scott McLeod, Registrar & CEO, College of Physicians and Surgeons of Alberta.

Acknowledgements

CNAR thanks all presenters for their time and efforts to prepare for the Master Class and willingness to share their knowledge and experience. Thanks also to all attendees for their active participation and engagement throughout the morning.

¹ Presenters' biographies at the time of the CNAR 2023 Master Class.