



CANADIAN
PUBLIC HEALTH
ASSOCIATION

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Centre
for Sexuality 



EXECUTIVE SUMMARY

Organizational Stigma Assessment Tool

Creating more supportive services and environments for sexual health, harm reduction and sexually transmitted and blood-borne infections (STBBIs)

Does your organization provide health or social services in the areas of sexual health, harm reduction, or STBBIs?

Are you looking for ways to provide more inclusive, accessible, compassionate services?

Do you need support on how to reduce stigma within your organization?

This document will help you determine whether CPHA's Organizational Assessment Tool is suitable for use within your organization.

The companion Implementation Guide provides detailed instructions and supporting resources for utilizing the Organizational Stigma Assessment Tool.

WHAT IS IT?

Stigma and discrimination within health and social service settings can present major barriers in the prevention, diagnosis, treatment, and management of sexually transmitted and blood borne infections (STBBIs). The Organizational Stigma Assessment Tool (the Tool) can help your organization identify and ultimately reduce organizational stigma for individuals and communities accessing STBBI-related services. The Tool is designed to help guide reflection on your organization across five major areas:

Policies and procedures

People and culture

Organizational spaces

Programs and services

Ongoing evaluation, improvement and accountability

In each section, you will find a set of indicators that will be rated on a scale of 1-5, along with a list of potential actions that may improve your organization's work in each area. Participants are provided with space to elaborate on their rating by leaving comments or suggestions for next steps.

INDICATOR 1.1

Your organization has formal protocols and/or mechanisms to ensure ongoing implementation of existing policies for safe, inclusive and equitable environments for all staff, volunteers, board members and service users.

YOUR RATING:

1 2 3 4 5 ? N/A

Example

HOW IS IT IMPLEMENTED?

The recommended approach to completing the tool follows three major phases which can be tailored to meet your organization's needs:



PHASE 01

Planning and preparation



PHASE 02

Completing the assessment



PHASE 03

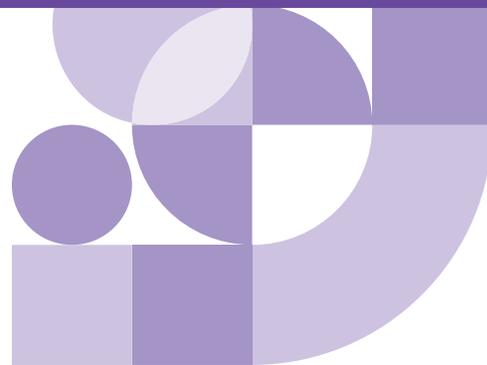
Developing an action plan

Phase 01: Planning and Preparation

In this phase, you will need to make key decisions about how your organization will approach the assessment. Begin by convening a **Working Group** who will be responsible for identifying **Assessment Participants**, disseminating the Tool, and facilitating the assessment process. Ensure

organizational readiness by considering your organization's culture, available resources and existing priorities or commitments. At the end of this phase, the Working Group should organize an **Orientation Meeting** to provide key information to the Assessment Participants.

TAILOR THIS PHASE



- **What sections of the tool will you complete?**

You might complete the entire tool, or complete select sections that are relevant to your work.

- **Who will lead the assessment?**

When developing the Working Group, effort should be made to include a diversity of perspectives by including decision makers (e.g., Executive Director, Managers) and other members of the organization (e.g., staff, service users, volunteers). It may be helpful to assign an ‘internal champion’ to facilitate communication between the Working Group and the Assessment Participants.

Consider Power Dynamics

While support from leadership will be necessary, it is crucial that other members of the organization have meaningful opportunities to contribute to and direct the process.

Be thoughtful about power dynamics when determining the role of leadership representatives in each phase (e.g., communicating with Assessment Participants, facilitating meetings, action planning).

- **Who will participate in the assessment?**

Assessment Participants are those who will complete the Tool, which may include staff, service users, and volunteers. Note that members of the Working Group may also be Assessment Participants. You may choose to have everyone in the organization participate, or only a subset of the organization (e.g., specific teams or departments).

Inclusion of People With Lived Experience (PWLE)

PWLE of stigma should play an important role in the assessment process, which could include completing the assessment, prioritizing indicators, and/or identifying areas for action. Keep in mind that there are varying experiences of stigma within the communities you serve, and PWLE might include staff, volunteers, advisory group members, or service users.

- **Who will facilitate?**

You might choose to assign a member of Working Group to facilitate group discussions, or hire impartial external facilitators. Materials have been developed to support the facilitation of orientation and debrief meetings.

Before engaging PWLE, consider your organizations preparedness to provide a supportive environment and fair compensation, protect confidentiality, and avoid tokenism.

Phase 02: Completing The Assessment

In this phase, each Assessment Participant will individually reflect on and rate the indicators outlined in the Tool. At the end of this phase, a **Debrief Meeting** organized by the Working Group should be held to review group responses and begin prioritizing areas for action.

TAILOR THIS PHASE

- **What is the role of Assessment Participants?**

All participants should review and score the tool prior to engaging in the Debrief Meeting. You might require individuals to submit their responses anonymously ahead of this meeting or ask them to provide responses during the meeting.

Phase 03: Developing an Action Plan

In this phase, the Working Group will build on discussions from the Debrief Meeting to develop a concrete plan that moves the assessment into action. The Assessment Participants should be involved in developing and/or reviewing the action plan. An [Action Plan Template](#) is available to support this process.

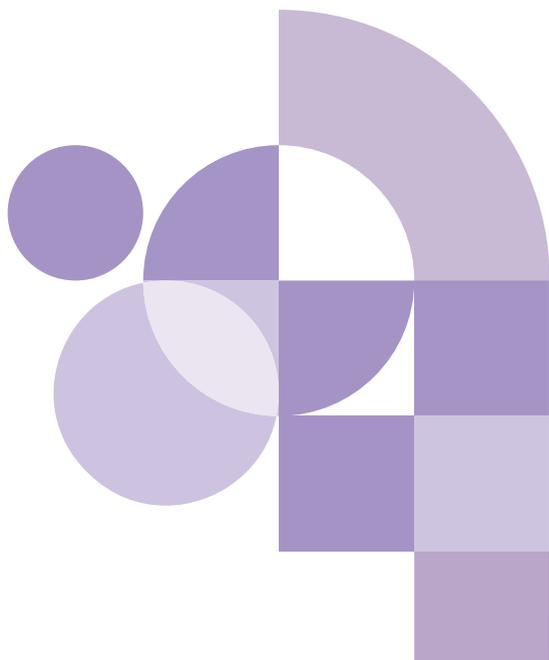
TAILOR THIS PHASE

- **Who should participate?**

Discussions focused on the action plan might include all or some Assessment Participants, members of the Working Group, and/or others as deemed appropriate (e.g., service users, partner organizations, Board Members).

- **How will you take action?**

After conducting the assessment, you might set immediate, short-term, and/or long-term goals based on your identified action items, intended outcomes, and resources available.



WHAT RESOURCES ARE REQUIRED?

Time required for Working Group members:

- Identify and convene Assessment Participants (e.g., staff, volunteers, service users) (1-2 hours)
- Facilitate Orientation Meeting (1-2 hours)
- Review the assessment responses (2-3 hours)
- Facilitate Debrief Meeting with Assessment Participants (3-4 hours)
- Identify available resources and coordinate development of the action plan (2-4 hours)

Time required for Assessment Participants:

- Attend orientation meeting (1 hour)
- Complete the assessment (30 min-1 hour)
- Attend debrief meeting(s) to identify and prioritize areas for action (3-4 hours)
- Attend follow up meeting(s) to develop and/or review the action plan (3+ hours)

Financial resources required:

- Budget for community engagement (see Implementation Guide for specific guidelines)
- Budget for external facilitation support (optional)

Note that additional financial and human resources will be required to implement your action plan, and this will depend on your organizational capacity and specific goals.

WHERE CAN I FIND IT?



Access the Tool and supporting resources for free from [CPHA's website](#)

Access the [complementary implementation guide online course](#)

For questions or comments about using the Organizational Stigma Assessment Tool, contact STBBI@cpha.ca