



Consultation: CAN/HSO 75001:2026 Cultural Safety and Humility Public Review

Submitted: February 27, 2026

Executive Summary: CAN/HSO 75001:2026 is a proposed National Standard of Canada being developed by the *Health Standards Organization* to define requirements and accountabilities for governing bodies, organizational leaders and teams in health and social service organizations to design, deliver and evaluate culturally safe and humble services with and for First Nations, Inuit and Métis Peoples and communities. It aims to support collaborative service design, improve experiences across the full health and social service journey (from health promotion and access to care through discharge and end-of-life), and address Indigenous-specific cultural safety and humility in service delivery.

CSHP provided the following feedback:

- CSHP strongly supports the intent and overall direction of the draft standard, recognizing it as a meaningful and well-structured framework that advances cultural safety and humility as system-level responsibilities rather than solely individual competencies. The standard aligns with CSHP's commitment to equity-informed, patient-centred care and reflects the structural accountability required to enable sustainable improvements across health and social service systems.
- While CSHP believes the draft adequately addresses the most important issues, it recommends strengthening two areas to enhance clarity and implementation.
 - First, the explicit inclusion of non-clinical staff and contracted services would reinforce that cultural safety is an organization-wide responsibility.
 - Second, within Section 4.2 (High Quality and Culturally Safe Services), distinguishing between foundational learning expectations for all staff and advanced or role-specific competencies would support scalable implementation and prevent a one-size-fits-all interpretation.
- Overall, CSHP finds the standard to be clear, principle-based, flexible, and aligned with contemporary equity discourse, and looks forward to continued engagement in the review process.