

CULTURE SHOCKS: CREATING INCLUSIVE COMMUNITIES





CULTURE SHOCKs
CREATING INCLUSIVE
COMMUNITIES

PRESENTERS

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**We are the sum of our
collective personal and
professional experiences.**

**We are here as peers with a
shared commitment to
inclusion.**

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YOUR TURN



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OBJECTIVES

- **Explore personal and professional experiences related religious, racial/cultural and sexual orientation biases**
- **Realize how individual perspectives, values and beliefs impact diversity awareness and inclusion as well as culture change efforts**
- **Discuss strategies to build safe, welcoming, affirming and inclusive community and organizational cultures**

in·clu·sion

in'klooZHən/

noun

1.

the action or state of including or of being included within a group or structure.

com·mu·ni·ty

/kə'myoōnədē/

Noun

1.

a feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals

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WHY DIVERSITY ALONE FAILS

- **Traditional diversity training often becomes about compliance**
 - Avoiding overt discrimination and costly law suits.
 - Often a box to check off annually rather than building a culture
 - “We can’t dictate how you think, but we can insist on how you behave”
- **Diversity emphasizes rather than celebrating differences**
 - Leads to people treading on eggshells or engaging in ‘politically correct’ behavior
 - Does not foster authentic or inclusive engagement

WHY INCLUSION?

- **All persons have a right to feel welcomed, valued and celebrated**
 - It's about human dignity.
- **Creating a culture of inclusion helps individuals feel psychologically safe**
 - Linked to greater innovation, productivity, retention
 - Individuals feel safe enough to express true selves without “faking to fit in”
- **Social exclusion has the same neurological impact as physical pain**
 - The damage caused by exclusion, whether self-imposed or imposed by others, is physically, emotional and mentally damaging
 - Negatively impacts quality of life, productivity and engagement

“

DIVERSITY

is being invited to the party



INCLUSION

is being asked to dance

”

- Vernā Myers



THE IMPORTANCE OF HONEST CONVERSATION

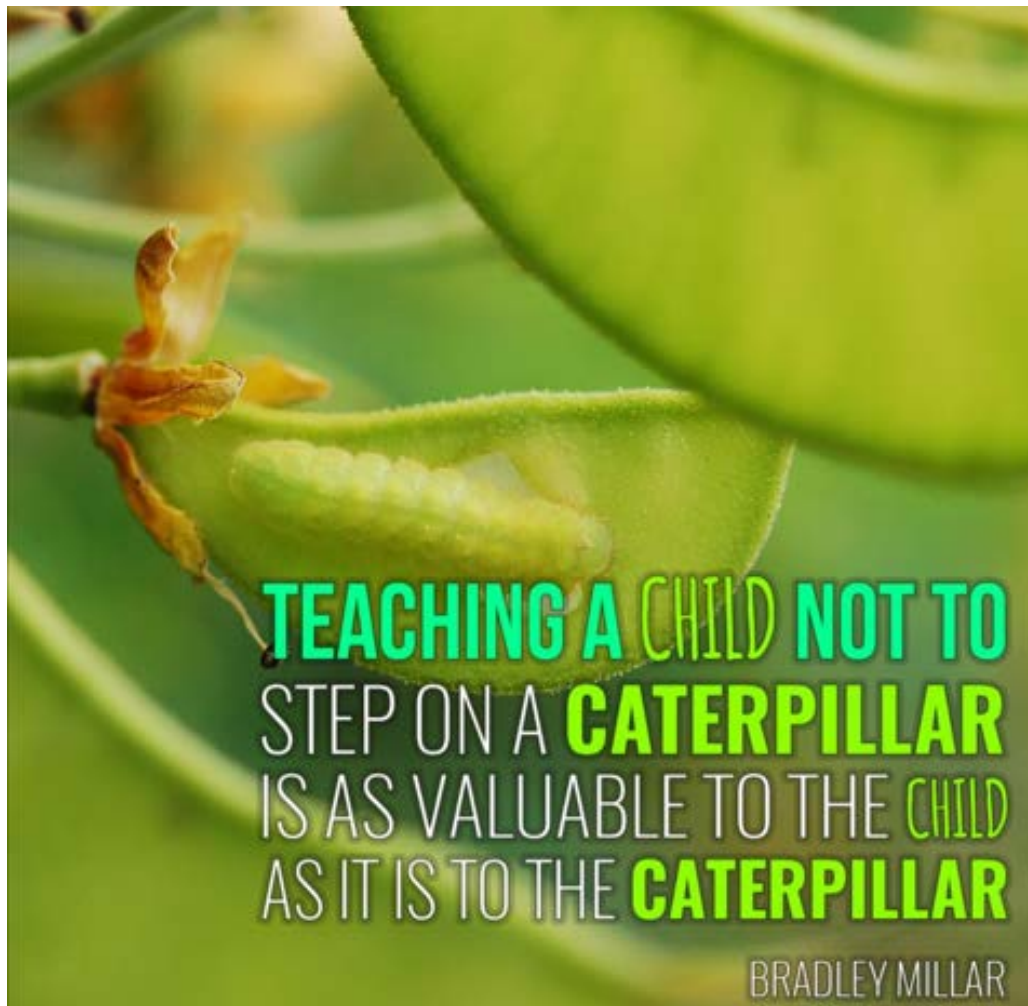
It is important to remove the taboos around speaking about workplace discrimination and to educate people that bias is natural – what matters is that it doesn't influence behavior.

WHERE DO WE BEGIN?

- **Building inclusive workplaces starts with recognizing our own mental biases and blind spots**
- **Barriers to Inclusion**
 - Stereotyping
 - Overt and Subliminal Discrimination
 - Prejudice
 - Ignorance
 - Intolerance
- **What have your experiences been?**

INCLUSION MAKES US BETTER

- Healthcare providers must be aware of their own biases in order to refrain from inaccurate assumptions and stereotypes that might negatively affect quality of care.
- Increasing racial and ethnic diversity among health professionals is associated with improved access to health care for racial and ethnic minorities, greater patient choice and satisfaction, and better educational experiences for health professions students.



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- **Our communities are places of meaningful and vibrant opportunities**
- **Rapid social change demands we engage in vigorous, ongoing and systemic evolution of our approach to inclusion**
 - Building trust
 - Engaging personal culture
 - Confronting issues of social dominance and social justice
 - Transforming Practices
 - Engaging the Entire Community

HAVE YOU ASKED?

A: Awareness – Am I aware of my biases and prejudices?

S: Skill – Do I have the skill to learn about other cultures' beliefs, values and practices?

K: Knowledge – Do I have knowledge of others' world views?

E: Encounters – How many face to face encounters have I had with others from diverse cultural backgrounds?

D: Desire – What is my genuine desire to want to be culturally competent?

CREATING INCLUSION

- **Where do you stand?**
 - Both personally and as a leader? Your board? Your community? Your staff?
- **Have you/your organization established:**
 - This is who we are. This is what we believe. This is what we will do.
- **Where are the blind spots?**
 - Religion? Politics? Morals? Philosophical differences? Privilege?
- **What are your great divides? From these perspectives:**
 - The Board? The staff? The residents? The community?
- **How do we start bridging the gaps?**

“WHAT WOULD YOU DO?” EXERCISE



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LEARN

L: Listen in a non-judgmental manner

E: Explain each perception of the problem or situation

A: Acknowledge both the differences and the similarities in each perception

R: Recognize differences, but build on similarities

N: Negotiate resolution that focuses on mutual

respect

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What would you do? Discussions

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BUILDING AN INCLUSIVE COMMUNITY

- **Establish the commitment beginning at the Board level**
 - Start the hard conversations here
 - Walk the Talk with Board governance and developmentEstablish the commitment beginning at the Board level
- **Follow through to your contracts and collateral materials**
 - Do your contracts reflect inclusive language and commitments?
 - Are your marketing materials reflective of inclusive language and visuals?
 - Do they protect 'peaceful enjoyment' or 'peaceful employment'?



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- **Consider creating:**
 - A formal Inclusion Vision and Pledge (for residents and staff)
- **Inclusion on the job:**
 - Enforce 'Zero Tolerance' to insensitivity or discrimination
 - Care Team Profiles to bridge gap between resident and staff
 - "The Voice" (NBC) strategy to reviewing resumes
 - Blind review (no names, dates)
 - Inclusion Committee for staff
 - Conflict Resolution Panel
 - Teach concept of Compassionate Assumption (Danny Meyer)

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IT'S A THING.....



BuzzFeed shared a link.

11 hrs · 🌐



Job And University Applications Will Hide Names To Prevent Racial Bias

[buzzfeed.com](https://www.buzzfeed.com)

988 Likes 18 Comments

👍 Like

💬 Comment

➦ Share

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INCLUSION PLEDGE

- To embrace the diversity of all individuals respecting such attributes as their sex, gender, race, ethnicity, age, class, citizenship, marital status, sexual orientation, nationality, socioeconomic status, religion, physical ability, mental ability and expression.
- To strive toward social justice for all people in order to create and sustain a safer, more productive, and inclusive community environment.
- To refrain from using derogatory terms or statements that are harmful and disrespectful to others.
- To not contribute to stereotypes or make generalizations about individuals but rather to use my own experiences and interactions to better understand and embrace all people.
- To educate myself about cultures other than my own.
- To engage in and contribute to the diverse world around me.
- To actively honor this pledge in support of inclusion and diversity at

_____.

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INCLUSION PLEDGE

- actively respect all peoples.
- seek out new knowledge about diverse peoples.
- strive to understand the meaning of equity and to create equity for all peoples.
- empathize with experiences other than my own.
- acknowledge perspectives other than my own.
- be introspective and honest about my openness toward new ideas and perspectives.
- presume good will in all my interactions.
- honor this commitment in all aspects of my life.

By doing all of the above, I am pledging to foster an environment of Inclusive Excellence

at _____.

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- **Cultural Council to explore cultural differences**
- **Cultural film festivals, reading groups, lunch and learns**
- **Multi-cultural guest lecturers and presentations**
- **Form partnerships with local advocacy groups**
- **Encourage education and advocacy**
 - In Search of Democracy, Action Forum
- **Resident/Staff Interactions**
 - Bio Breakfasts
 - Daily Huddles
 - Neighborhood Councils
- **Inclusive Spaces**

**Now, continue the
conversation....**

Questions??

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