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Featured Poem – “Human Family,”
Maya Angelou



**DIVERSITY, EQUITY &
INCLUSION**

FEBRUARY 2023

The American College of Health Care Administrators values and seeks to advance and promote diverse and inclusive participation within the organization regardless of gender, race, ethnicity, religion, age, sexual orientation, gender identity and expression, national origin, or disability.

“When we’re talking about diversity, it’s not a box to check. It is a reality that should be deeply felt and held and valued by all of us.” — Ava DuVernay

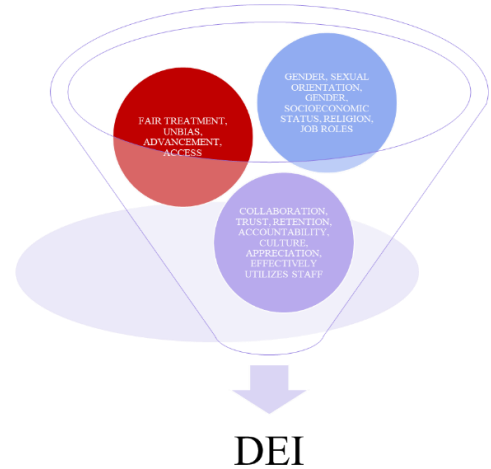


“ADMINISTRATOR’S CORNER”

ANGELA PERRY, LNHA, CEO – CODE W, LLC

How to Write a Position Statement and Initial Steps to Develop DEI Committee in your SNF

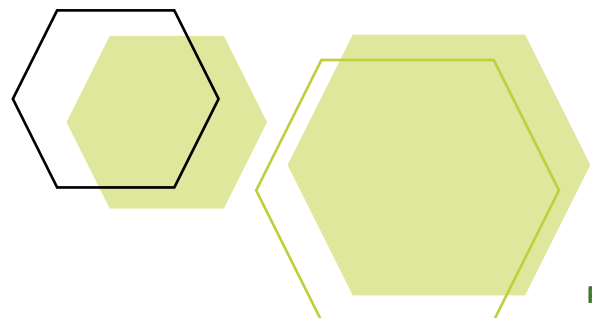
The ecosystem of the Skilled Nursing Facility may be reflective of the following issues:



Keep this environment in mind when implementing your Diversity, Equity, and Inclusion committee in your community.

A **Position Statement** is a declaration from the administrative level to set the philosophy and tone of the workplace environment. This may incorporate the mission and vision as well as Human Resource CODE of Ethics. Furthermore, a position to evoke the importance of a culturally sensitive environment that supports DEI that is embedded into day-to-day operations that ultimately impacts culture and delivery of care.

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TIPS ON A CULTURAL EVENT DURING BLACK HISTORY MONTH!

Month theme: Black History, Resilience, and Staff Satisfaction.

Purpose: to celebrate Black History Month while encouraging resilience due to the pandemic and many challenges senior living staff face and promoting staff satisfaction to enhance a positive work culture.

1. Staff can enjoy a poem “Human Family” by Maya Angelou that can be read by the Administrator.

2. Themes:

Black History

- Art display
- Book display
- Beading activity of flags that represent the 56 Nations in Africa
- African American contributors to Healthcare articles display
- Recipe Books with staff contributions-group activity
- Black Eyed Peas and Greens soup with Cornbread Muffins tasting

Resilience

- Significance of Resilience shared with staff
- African Tea tasting
- Home Made Hand Scrub: coding oil, olive oil, raw sugar, and lavender

DIVERSITY, EQUITY, AND INCLUSION: *PRINCIPLES FOR CONSIDERATION*

JULIAN RICH, LNHA, FACHCA



Bias. *We acknowledge that individual and institutional bias have excluded marginalized members of our organization, regardless of the intention of excluding.*

- Focus on qualifications and objective, timely performance appraisals, rather than forming opinions by looks, background, friendships, code of dress, and experience.

Centering. *We recognize that our organization includes everyone. However, we commit to centering this work on the pain, frustration, and anger of the marginalized members of our organization and not solely on the comfort of the majority.*

- Marginalized members do not have the experience, comfort, confidence, and education of the comfortable majority. See Empathy below!

Transparency. *We commit to communicating openly with our members on our work toward equity and inclusion, and receiving and incorporating their feedback as our work continues.*

- Communication should be frequent, face-to-face, and complemented and supplemented by direct written communication as well as posted copies of such communication. Maximize communication, don't keep secrets, and be visible as a manager. The effectiveness of communication is often judged by having, a non-management, non-supervisory person review what is being written before it's distributed.

Accountability. *We commit to holding ourselves and each other responsible for both failure and success.*

- Are the same standards applied to all staff at all levels based upon appropriate job descriptions, and timely performance appraisals that are reviewed by someone other than the appraiser or appraisee? The person in charge must sign off! Favoritism prevention!!

Specificity. *We recognize that our policies and procedures have had different negative effects on marginalized communities and we commit to being specific on which policies will be assisting which groups and how.*

- The staff that are most directly affected by policies and procedures and changes within need to be part of the process so that their opinions are considered not just in terms of the contents of the policy, but also in terms of the level of understanding. Validation should be authorization.

Realistic. *We acknowledge that this DEI process cannot address all the challenges that our organization faces, while also recognizing that those challenges may affect our ability to meet DEI goals.*

- Why not have management meetings, include a periodic DEI audit?

Measurability. *We will set out actionable goals and measure our progress toward those goals.*

- The success of attaining goals is difficult to measure, but there are measurable factors that can be directly related to diversity, equity, and inclusion. For example, a statistical analysis of various employee categories may indicate the extent to which DEI is validated within your organization. Another favoritism check and balance.

Values. *We understand our values as an organization and will work to center those values on equity.*

- Does your organization have a mission statement that addresses equality not just in terms of staff but also in terms of resident quality of life and other members of your internal and external organization (e.g., board members)

Acceptance. *We acknowledge that the organization that exists at the end of this process might be different than the one we had when we started, and we accept that as we start this journey.*

- How many times have you heard "this is how we've always done it," a statement that should be banned from organizational culture. Let the past be a foundation for the future. Obtain participation before implementation which equals greater acceptance and buy-in!!

TIPS ON A CULTURAL EVENT DURING BLACK HISTORY MONTH (continued)

Resilience

- Scented Candles
- Body Love Book or book of choice for staff to Sign-Out

Staff Satisfaction

- Life Size Fishbone Diagram Staff Can contribute to for analysis. Topics can vary from “support, education, technology, resources etc.)
- Staff Survey on contributions they can make for team building and morale
- Employee of the Month Survey

“Human Family” by Maya Angelou

I note the obvious differences
in the human family.

Some of us are serious,
some thrive on comedy.

Some declare their lives are lived
as true profundity,
and others claim they really live
the real reality.

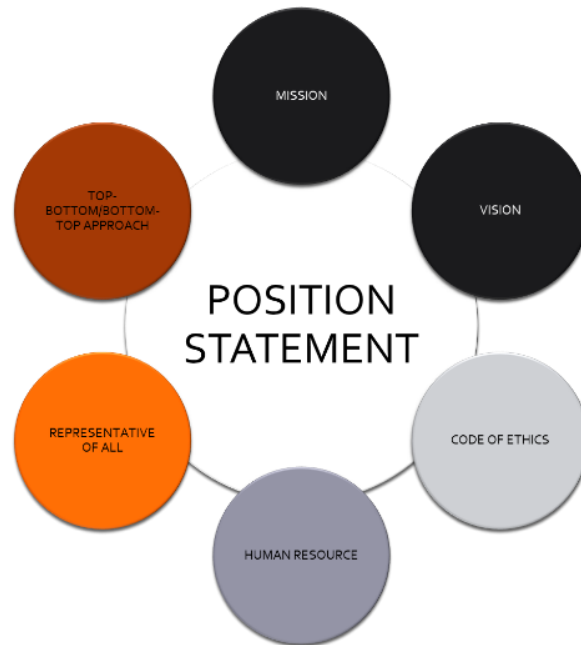
The variety of our skin tones
can confuse, bemuse, delight,
brown and pink and beige and purple,
tan and blue and white.

I've sailed upon the seven seas
and stopped in every land,
I've seen the wonders of the world
not yet one common man.

Empathy. We will listen to the stories of those who have been marginalized and we will not deny their lived experiences. Their stories are not subjective. Their stories are true.

- A successful manager person in a management position must be able to stand in the shoes of those who are part of the manager’s circle of responsibility, i.e., who works most closely with the manager as well as those people who that manager person serves.

Administrator’s Corner continued



1. Create a vision board.
2. Keep it brief/simple
3. Make the statement unique and memorable.
4. Remain true to your facility’s core values.
5. Include what the facility delivers to consumers, quality health care for ALL.
6. Identify your core principles
7. Consult with leadership, governing body, and/or facility staff

The Committee should be representative of your facility staff as well as residents, family members, and others who can contribute ideas that affect the initiative. You can recruit members by putting out surveys to gain an awareness of and understanding of DEI, gaps, opportunities and interest. A suggest flow of process may resemble the following:

“Human Family” (*continued*)

I know ten thousand women
called Jane and Mary Jane,
but I've not seen any two
who really were the same.

Mirror twins are different
although their features jibe,
and lovers think quite different thoughts
while lying side by side.

We love and lose in China,
we weep on England's moors,
and laugh and moan in Guinea,
and thrive on Spanish shores.

We seek success in Finland,
are born and die in Maine.
In minor ways we differ,
in major we're the same.

I note the obvious differences
between each sort and type,
but we are more alike, my friends,
than we are unlike.

We are more alike, my friends,
than we are unlike.

We are more alike, my friends,
than we are unlike.

COMMIITTEE COMPOSITION

- SURVEY DISTRIBUTION
- REVIEW OF SURVEYS
- ESTABLISH CHAIR, COMMITTEE MEMBERS, SUB COMMITTEE MEMBERS
- ENSURE EVERYONE HAS CLEAR UNDERSTANDING OF OBJECTIVES, MISSION/VISION OR POSITION STATEMENT
- DEVELOP ROLES AND RESPONSIBILITIES
- DETERMINE FREQUENCY OF MEETINGS
- REPORTING CHAIN
- CREATE SWOT
- PRIORITIZE OBJECTIVES
- IMPLEMENT BASED ON PRIORITIZE
- MONITOR AND MODIFY

UPCOMING EVENTS

- **MARCH** – Guest Speaker (TBD)
- **APRIL** – ACHCA Annual Convocation & Expo
- **MAY 20** – CODE W LLC Presents: How to Implement a Diversity, Equity, & Inclusion Committee at Your SNF [1.5 NAB CEUs]
- **JULY**– Guest Speaker, Unconscious Bias (TBD)



MEET THE COMMITTEE CHAIRS



Shennoy Wellington Roberts, LNHA
(Co-Chair)
Member Engagement



Angela N. Perry, LNHA
(Co-Chair)
Program Development



Dr. Kendall Brune, FACHCA
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Board of Directors Liaison, DEI Committee

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ACHCA members, if you have questions on how to **GET INVOLVED**, contact any committee member!

View the February Diversity Calendar | <https://www.achca.org/DEI>