

Diversity & Inclusion

U P D A T E

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Twiggie Eure

On behalf of the D&I Committee, it is our hope that you are enjoying and finding the information we have shared helpful. Indeed, these are uncertain times and we must pull together as #CrouseStrong team members. We continue to focus on building a more equitable and inclusive workplace. Thank you for your support of our Black Lives Matter (BLM) t-shirts. We were happy

to hear that they sold out during the first run! Remember, your BLM t-shirt can be worn on Fridays. We have also updated our D&I information on CNN. Educational videos by topic can now be found by visiting: CNN > Diversity and Inclusion > Videos.

We continue to offer department D&I Conversations as a way of creating safe space to share how you are feeling, your thoughts and insight. One of the recurring themes from our discussions is the topic of microaggressions. Please see helpful information regarding this topic inside this issue.

September is National Hispanic Heritage Month and we will be recognizing and celebrating their culture in the next D&I Update. Stay tuned!

If you missed last month's update, I encourage you to take a look by visiting the D&I section on the CNN website. Please also keep in mind that Crouse's HelpPeople employee assistance program is available as a benefit to you and your family. They can be reached at (315) 470-7447. I look forward to doing more good work together.

~ Twiggie Eure,
Director of Diversity & Inclusion

Why Does Crouse Support Black Lives Matter?

Crouse Health's mission calls for us to provide the best in patient care. As a provider of health and wellness services, we value the lives of all members of our community, without regard to skin color, socio-economic background or gender identity.

Supported by our culture, we value diversity among our employees, providers, families and the patient populations we care for. To support this, our 25-member Diversity and Inclusion Committee coordinates educational programs to advance D&I awareness throughout the organization. This recognition of diversity and inclusion is supported by various celebrations and informative events held throughout the year highlighting the diverse cultures of our staff and our community.

We are proud of the work we have done to expand awareness of differing viewpoints, shared respect, mutual support and those we serve, regardless of background or position. This makes Crouse a more compassionate organization.

Given recent national events that have caused significant racial tension in our society, Senior Leadership, the D&I Committee and our Board of Directors wanted to express support for the black community. In doing so, we acknowledge our collective commitment to making our workplace and our community places where all are treated equally and justly. We realize we cannot change the world,

but as a trusted community resource, Crouse can help keep this important conversation flowing within our organization and among our families and friends.

The D&I Committee is open to all employees and providers. If interested in joining, contact Twiggie Eure, Director of Diversity and Inclusion, at 470-2762.

Why are employees wearing BLM t-shirts?

This movement was brought on by a number of events – some recent, some deeply rooted in past history – that sparked a strong, heartfelt and passionate movement throughout our society. As an organization committed to health equity and social justice, our acknowledgement of BLM – and allowing employees of all backgrounds to express their support by wearing a Crouse/BLM t-shirt on Fridays – reflects our hospital's commitment to D&I, both in the workplace and in our community.



Microaggressions

Regardless of the industry one works in, what we say to others can have both positive and negative impacts. According to Medical News Today, a **microaggression** is a comment or action that negatively targets a marginalized group of people. A microaggression can be intentional or accidental and shows up in three forms: verbal, behavioral and environmental. It is a form of discrimination. Sadly, these remarks can make people feel devalued, uncomfortable and unsafe. There are three types of microaggressions:

- **Microassaults** – when a person intentionally behaves in a discriminatory way while not intending to be offensive. Ex: *A person telling a racist joke then saying, “I was just joking.”*
- **Microinsults** – a comment or action that is unintentionally discriminatory. Ex: *This could be a person saying to an Indian doctor, “Your people must be so proud.”*

- **Microinvalidations** – when a person’s comment invalidates or undermines the experiences of a certain group of people. Ex: *A white person telling a black person that “racism does not exist in today’s society.”*

For more examples of microaggressions, how they cause harm and how to avoid them, click here to read the full article: [medicalnewstoday.com/articles/microaggressions](https://www.medicalnewstoday.com/articles/microaggressions). Hopefully, knowing and recognizing microaggressions when they occur will help to stop them.



Credit: Gabrielle Nguyen/Clackamas High School

References and Recommended Resources

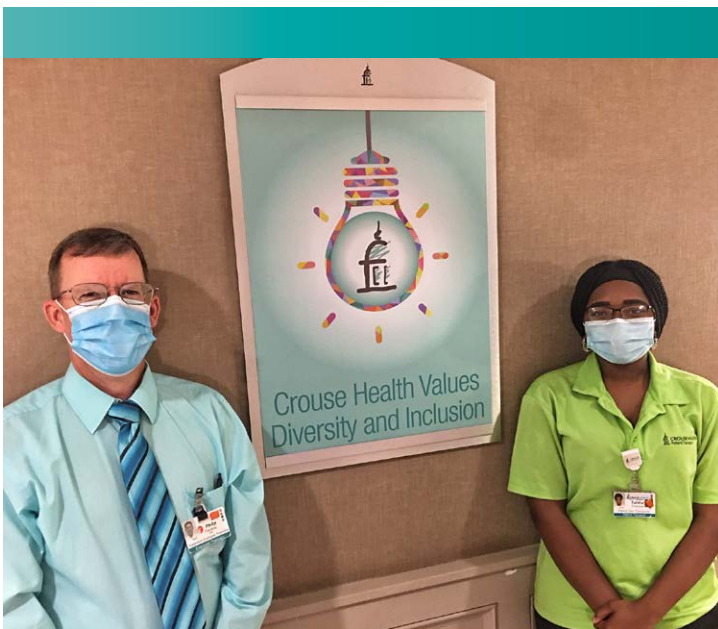
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- Example of Racial Microaggressions. PDF (document attached)
- Memorize these scripts so you can call out microaggressions at work and support your colleagues. By Marguerite Ward. June 17, 2020. [businessinsider.com/what-to-say-microaggression-against-your-colleague-at-work-2020-6](https://www.businessinsider.com/what-to-say-microaggression-against-your-colleague-at-work-2020-6)
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- YouTube Video. Examples of Workplace Microaggressions. July 18, 2019. By Emtrain. [youtube.com/watch?v=XjgozDwAjgg](https://www.youtube.com/watch?v=XjgozDwAjgg)
- **Kids’ Corner**
 - YouTube Video: Sometimes You’re A Caterpillar. By Chescaleigh. Animation by Kat Blaque. March 24, 2015. [m.youtube.com/watch?v=hRiWgx4sHGg](https://www.youtube.com/watch?v=hRiWgx4sHGg)
 - #HatchKids Discuss Microaggressions. By SheKnows. February 5, 2015. [m.youtube.com/watch?v=8RfwnibEd3A](https://www.youtube.com/watch?v=8RfwnibEd3A)
- ***BEST-SELLING STORIES FOR YOUNGER KIDS**
 - *The Colors of Us* by Karen Katz
 - *Let’s Talk About Race* by Julius Lester
 - *The Skin I’m In: A First Look at Racism* by Pat Thomas
- *Something Happened in Our Town: A Child’s Story about Racial Injustice* by Marianne Celano, Marietta Collins, and Ann Hazzard
- *I Am Enough* by Grace Byers
- *Raising White Kids: Bringing Up Children in a Racially Unjust America* by Jennifer Harvey
- *Daddy Why Am I Brown? A healthy conversation about skin color and family* by Bedford F. Palmer
- *Antiracist Baby* by Ibram X. Kendi
- ***BEST-SELLING STORIES FOR TEENS**
 - *The Hate U Give* by Angie Thomas
 - *Harbor Me* by Jacqueline Woodson
 - *This Book Is Anti-Racist: 20 Lessons on How to Wake Up, Take Action, and Do The Work* by Tiffany Jewel and Aurelia Durand
 - *Dear White People* by Justin Simien
 - *The Black Kids* by Christina Hammonds Reed
 - *All American Boys* by Jason Reynolds
 - *Dear Martin* by Nic Stone

*List provided by USA Today

Examples of Racial Microaggressions

Theme	Microaggression	Message
<p><i>Alien in own land</i> When Asian Americans and Latino Americans are assumed to be foreign-born</p>	<p>“Where are you from?” “Where were you born?” “You speak good English.” A person asking an Asian American to teach them words in their native language.</p>	<p>You are not American You are a foreigner</p>
<p><i>Ascription of Intelligence</i> Assigning intelligence to a person of color on the basis of their race.</p>	<p>“You are a credit to your race.” “You are so articulate.” Asking an Asian person to help with a Math or Science problem.</p>	<p>People of color are generally not as intelligent as Whites. It is unusual for someone of your race to be intelligent. All Asians are intelligent and good in Math / Sciences.</p>
<p><i>Color Blindness</i> Statements that indicate that a White person does not want to acknowledge race</p>	<p>“When I look at you, I don’t see color.” “America is a melting pot.” “There is only one race, the human race.”</p>	<p>Denying a person of color’s racial / ethnic experiences. Assimilate / acculturate to the dominant culture. Denying the individual as a racial / cultural being.</p>
<p><i>Criminality – assumption of criminal status</i> A person of color is presumed to be dangerous, criminal, or deviant on the basis of their race.</p>	<p>A White man or woman clutching their purse or checking their wallet as a Black or Latino approaches or passes. A store owner following a customer of color around the store. A White person waits to ride the next elevator when a person of color is on it.</p>	<p>You are a criminal. You are going to steal / You are poor / You do not belong / You are dangerous.</p>
<p><i>Denial of individual racism</i> A statement made when Whites deny their racial biases</p>	<p>“I’m not a racist. I have several Black friends.” “As a woman, I know what you go through as a racial minority.”</p>	<p>I am immune to races because I have friends of color. Your racial oppression is no different than my gender oppression. I can’t be a racist. I’m like you.</p>
<p><i>Myth of meritocracy</i> Statements which assert that race does not play a role in life successes</p>	<p>“I believe the most qualified person should get the job.” “Everyone can succeed in this society, if they work hard enough.”</p>	<p>People of color are given extra unfair benefits because of their race. People of color are lazy and / or incompetent and need to work harder.</p>
<p><i>Pathologizing cultural values / communication styles</i> The notion that the values and communication styles of the dominant / White culture are ideal</p>	<p>Asking a Black person: “Why do you have to be so loud / animated? Just calm down.” To an Asian or Latino person: Why are you so quiet? We want to know what you think. Be more verbal.” Speak up more.” Dismissing an individual who brings up race / culture in work / school setting.</p>	<p>Assimilate to dominant culture. Leave your cultural baggage outside.</p>

Examples of Microaggressions



Crouse Health values diversity among our employees, providers, families and the patient populations we serve. To support our commitment to diversity and inclusion for all, be sure to check out the D&I logo in the main lobby.

One kind word can change someone's entire day.

Unknown

D&I Committee

OUR PURPOSE

Made up of Crouse-loyal staff from a number of areas, the purpose of the Diversity & Inclusion Committee, founded in 2014, is to help Crouse become a more diverse employer in all areas, with a goal to better serve our organization and our community. Committee members meet monthly to discuss, communicate and create collaborations to support diversity, inclusion and equity across the Crouse Health system.

MEMBERS

John Bergemann, Director of Human Resources

Mark Caccavale, Nurse Manager, 7 Memorial

Chelsea Castor, Regional Neonatal Transport, Coordinator, Neonatology

Erin Christopher, RN, Lactation Services

Veronica Clanton, Authorization & Verification Coordinator, Patient Access

Allison Duggan, MD, Clinical Quality Medical Director, Quality Improvement

Twiggy Eure, Director of Diversity & Inclusion; Chair, Diversity & Inclusion Committee

Corey Giannone, CD Therapist I, CDTS Outpatient Drug Abuse

Rebecca Howden, Manager, Environmental Services

Kevin Johnson, MD, Crouse Chemical Dependency (Psychiatrist)

Queen Lane, CD Therapist I, CDTS Outpatient Drug Abuse

Laurie Leonard, Registered Nurse, CDTS Outpatient Drug Abuse

Rev. Katherine Lufkin Day, Managing Chaplain, Rosamond Gifford Spiritual Care Center

Amanda Marsh, Registered Nurse, Neonatal Intensive Care Unit

Manuel McCoy, IT, Clinical Support Specialist, Information Technology

Kathleen Miller-Murphy, Director, Women's Health Integration, Community Engagement

Tawyna Montgomery, Patient Access Representative, Patient Access

Dennis Sanabria, Manager, Patient Access

Frankie Sanabria, Patient Care Transporter, Patient Transport

Karen Sigona, Quality Improvement Analyst, Quality Improvement

Tonya Swift-Freeman, Clinical Information Coordinator

Thomas Tarbox, Educational Coordinator, Educational Services

Diane Thomas, Patient and Guest Relations Rep., Patient & Guest Relations

Alann Weissman-Ward, MD, Medical Director of Commonwealth Place

Terry Zahler, Educational Coordinator, Educational Services

Crouse Health values diversity among its employees, patients, families and the communities we serve. Our mission calls for us to provide the best in patient care. Every person is entitled to human rights without discrimination. We embrace and support this basic right within the Crouse healthcare system and in our community. Treating each individual with respect and dignity is part of the Crouse mission, vision and values; our guiding principle of *Carepassion*; and our diversity, equity and inclusion initiatives.

