





Opposing Racism, Intolerance & Bias

Compassion and Care in a Time of Heartbreak, Fear and Anger

 Things to *Know*

 Things to *Do*

 **Racism and bias are incompatible with goals of maintaining a safe, diverse and inclusive environment**

 Actively embody respect and inclusiveness

Consider your own biases

Do not be silent when racism, intolerance or bias is present

 **Some patients have experienced oppression, racism and bias**


 Honor their perspective and life experience, listen, empathically reflect, and reassure

“You’ve experienced racism before and seeing all this unrest has been hard.”

“You worry that because of your race you’re going to be treated differently.”

“I want to assure you that nothing is more important to us than caring for you.”

 **Any patient or visitor requests based on race are inappropriate**

 For example: *“I just want see a doctor that looks like me.”*

 **Instances of racist and biased behavior by patients and visitors are not uncommon**

 Set boundaries and expectations for patients and visitors:

“We’re committed to an environment of mutual respect. Your comment about race is inappropriate.”

“Mr. Jones, your comments are disrespectful. If it happens again, we will be canceling your appointment.”