

## **DEI Comm. Mtng 2/7: 12pm-1pm via Zoom**

**In attendance:** Joudy Dinnall, Jean Jacks, Tj Sweeney, Whitney Robinson, Meghan Gump, Niloufar Shoushtari, John Novo, Audra Winn, Jasmina Jalbert

**Absent:** Kalab Bekele, Frances Reyes, Landon Jenkins

**Excused:** Paul Carlan, Shanice Romero

### I. Intros (5 min)

i. new members: Cathy & Tara joined the committee- thanks for joining!

Welcomed back Joudy Dinnall!

ii. Minute approval from Jan 2023 meeting;

1<sup>st</sup>: Jasmina

2<sup>nd</sup>: Audra

### II. BLM Flag vandalism @ NHC (allow 30 min)

i. facts we know: Discussed act as vandalism

ii. reactions from staff (controversy/ white fragility, fear; positive + negative)

Controversial feedback from staff:

- Staff felt it's an awful and hurtful act, why BLM and not the other flags?
- Staff feel flags are a target for crime, a safety concern, "you shouldn't have the flags at all".
- Some staff felt positive about reporting vandalism act to the police, that DEI takes this act of vandalism seriously and that we stand in solidarity. Appreciated the email sent.

Reactions from DEI members about BLM Flag:

- Whitney shared initial reaction as "this is dumb, and also if patients can't handle a flag how can they handle me as a staff of color?" It's important to display support and keep moving forward. We need to have ongoing conversations about our intentions.
- Jody shared upset about BLM flag vandalism, especially considering the geographic location being Northampton "I thought Northampton was more inclusive." Provided positive feedback about replacing the flag and focusing on moving forward with initiatives.
- Jasmina and TJ validated staff safety concerns as important and needing action/to be taken seriously.
- The idea of installing cameras was discussed and is recommended.
- Having active shooter drills and reviewing protocols with the safety committee. Jean mentioned that the safety committee plans to have in-service regarding active shooters in February.

Actions to consider regarding the safety of staff/patients:

- A need to up the safety protocol to ensure staff is feeling safe and that we take their concerns seriously.
- Ongoing dialogue with staff about the meaning of flags, what they represent, and being on the same page about our intentions as VMG.
- Tara recommends we develop focus groups as an opportunity to educate, have open dialogue, to ask questions as we are making a public stance both with patients and staff.
- Keep reminding staff about what our message is. What is the DEI committee about?
  - Tara shared that it's a complex situation: Flags can be a target in many ways...health care is always on the leading edge around equity issues.

### III. Patient Code of Conduct to share & review together (allow 15 min)

Shared sample of patient code of conduct. Explained how the initiative came to be regarding staff needing support around handling difficult patients that make negative and racist comments and exhibit verbal and physical aggression. Holding patients accountable.

Ideas:

- John recommends that we change the language from YOU to WE.
- Jean recommends that staff are given specific directions on how to proceed with reporting concerns, the details need to be outlined, discussed training staff, and having an open dialogue about what this document means and what action steps we take; Whitney seconds this action step.
- Meghan would like this document to be included in new patients' paperwork and to initiate an agreement with initials/signatures.
- TJ recommends a mediation process between the patient and staff in hopes of de-escalating situations.
- Jasmina recommends crisis prevention intervention (CPI) or de-escalation training for staff. Tara agrees that there needs to be a dialogue about implementation, but also to educate staff.
- Niloufar shared a desire to firm up actions and steps to be taken..we can't necessarily discharge patients. Meghan shared trouble discharging mass health patients and brought up the point of training staff on differentiating between a patient that is escalated due to mental health concerns vs medical/care concerns.

iii. If any NEW BUSINESS, please let us know so we can add to agenda for next month 3/7/23 mtng.

Adjourn 12:59 PM

Respectfully submitted by:

Jasmina Jalbert