



“I don’t know what to say.”

**Cross-cultural
communication in times of
crisis and beyond**

“A healthy community supports you in being distinct from and included with those around you.”

bell hooks

Housekeeping Items

- ▶ Everyone will be muted except for the host and moderator.
- ▶ Ask questions through the Zoom Webinar Chat box.
 - We will pause throughout and at the end to answer questions.
 - If you want to ask a question privately to just the panelists, select “panelists” from the drop-down option rather than “everyone” before you send through your chat. Otherwise your questions will go to everyone.
- ▶ All webinars are being recorded and posted on the HHS Ethics and Human Rights hub pages and Regional Ethics Network (regionalethicsnetwork.com)
- ▶ Happy Pride!!!



Land Acknowledgement



We are privileged to provide care on lands that Indigenous peoples have called home for thousands of years.

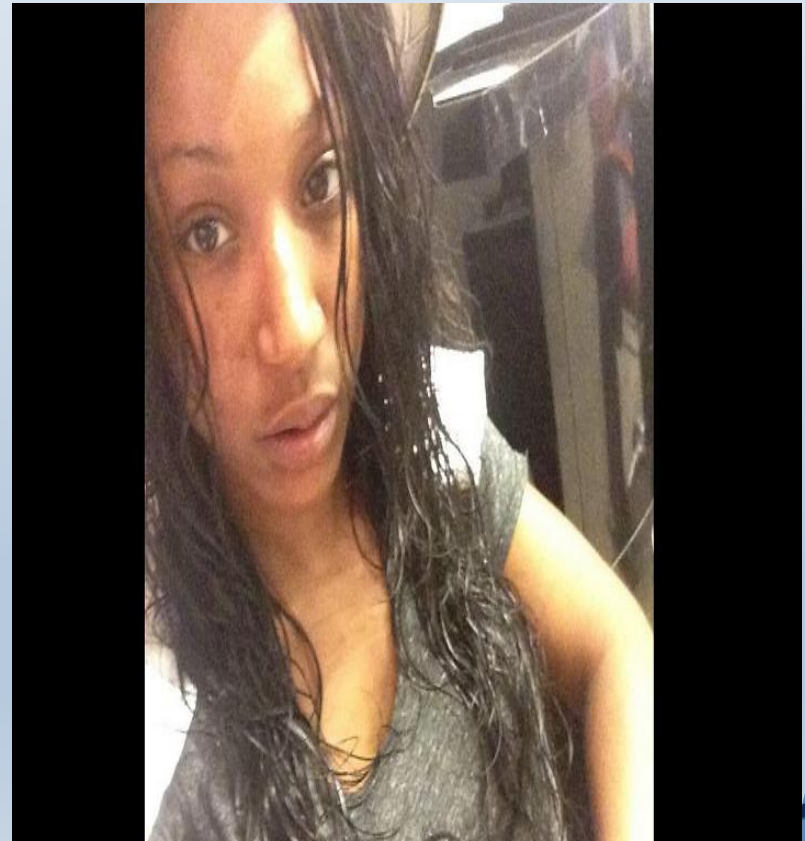


Objectives

- ▶ Reflect on the impact of racism, anti-Black racism, and current events on ourselves and our communities.
- ▶ Understand what cross-cultural compassionate communication is and how it can help us to engage in meaningful conversations about racism with our family, friends, patients and colleagues.
- ▶ Develop an understanding of what it means to be a real ally to racialized people and to support anti-racism as individuals and health care institutions.



A moment of Silence: George Floyd & Regis Korchinski-Paquet



Racism

- ▶ An ideology that either directly or indirectly asserts that one group is inherently superior to others.
- ▶ Racism can be individual, systemic, and societal/structural.
- ▶ Despite thoughts of living in a ‘post-racialized’ society, racialized people continue to experience:
 - economic & social deprivation;
 - exposure to toxic substance and hazardous conditions;
 - socially inflicted trauma;
 - target marketing (tobacco, junk food); and
 - inadequate or degrading medical care.



Anti-Black Racism

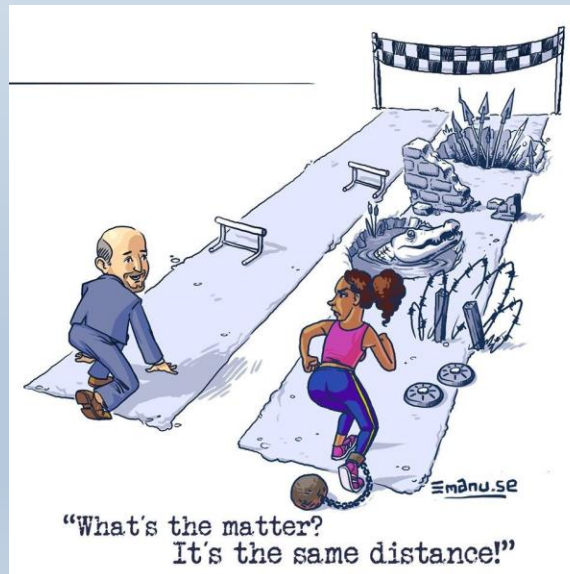
- ▶ Anti-Black Racism is defined as policies and practices rooted in institutions such as, education, health care, and justice that mirror and reinforce beliefs, attitudes, prejudices, stereotyping and/or discrimination towards people of African-Caribbean diaspora descent.



White Culture/ Whiteness

Whiteness as multi-dimensional:

- ▶ Whiteness refers to a set of cultural practices that are usually unmarked and unnamed – and considered to be the normal and right way to be.
- ▶ It is a location of structural advantage, of race privilege.



White SPF: Supremacy, Privilege, Fragility

- ▶ White Supremacy is maintaining and defending a system of wealth, power, and privilege that benefits white people while oppressing all others.
- ▶ White Privilege is unearned, and often unquestioned, advantages, entitlements, benefits, and choices bestowed upon people because they are white.
- ▶ White Fragility is discomfort and defensiveness on the part of a white person when confronted by information about racial inequality and injustice.



Addressing the elephant in the room

- ▶ "As white people, our worlds are viewed through a lens that honours, elevates, and privileges whiteness. This means we need to do the work... In the process, we will find dark, ugly, and unspeakable things that we must reconcile within ourselves. We need to say these things out loud to ourselves and to other white people and we need to think about how they came to be 'true' for us. Working to combat anti-Black racism is something we must work on every single day." - Dr. Sarah Saska, Co-Founder & CEO, Feminuity



Let's Take a Pause



U of T INVISIBLE CHALLENGES IN MEDICINE

HOW TO BE MORE THAN A "PERFORMATIVE ALLY" IN MEDICINE

WHAT IS AN ALLY?



Allies are people who are not part of the marginalized group of people they are advocating for.

An ally does not speak on behalf of the experiences of the marginalized group.

Instead, they are empathetic towards their struggle and stand up beside them for a cause.

WHAT IS PERFORMATIVE ALLYSHIP?

"Also sometimes referred to as ally theatre—is when an individual from a majority or privileged group (white/straight/cis/abled) professes their support of and/or solidarity with a marginalized group (identifies themselves as an ally) in a way that either isn't helpful to that group, draws attention away from that group, or actively harms that group."

<https://www.scarymommy.com/performative-allyship-what-it-is-what-it-looks-like-and-why-we-want-to-avoid-it/>



A mouth to speak out against injustice



A nose to sniff out implicit bias



Eyes to identify privilege

ANATOMY OF AN ALLY



A heart to cultivate empathy for the oppressed.



Ears to listen to the POC experience



Hands to take action and make change

IN OTHER WORDS

They're comfortably sitting on their sofa at home and passively re-sharing anti-racist posts or engaging in meaningless debate online that is not productive for the communities they are "advocating for"

Allyship is the opposite of complacency and operating as a bystander.



What is cross-cultural passionate communication?



I Don't Know What To Say?

Before you speak... PAUSE.

- ▶ I see you and I'm here for you.
- ▶ How are you?
- ▶ How can I be helpful to you?
- ▶ I don't have words and I don't know what to say but I'm here to listen.
- ▶ What would support look like for you? How can I make your day easier?
- ▶ I don't want to assume that you are okay or that you are not - I want you to know that I am here for anything you need.
- ▶ I know that racism and anti-Black racism exist in Canada and I will do my part to do better, starting today.
- ▶ Is there someone else you would like to speak to other than me?



I Don't Know What To Do.

- ▶ Place race at the center of your workplace culture and leadership design.
- ▶ Enable Black, racialized, and Indigenous employees to share their leadership experiences from hiring to advancement to exiting the workplace.
- ▶ Make space for White and non-Black employees to uncover their blind spots, biases, both conscious and unconscious, and the role their experiences and action play in creating more barriers or upholding barriers that impact racialized people.
- ▶ “Develop and implement accountability frameworks to ensure equitable outcomes are realized.” - Kike Ojo-Thompson, The Kojo Institute



Next Steps – Part 1

Authentic Allyship

AN ALLY IS BEYOND JUST AN ONLINE PRESENCE

Use your voice: "DEAR" a structure for clear, direct conversations when you need to engage in anti-racist dialogue to educate your fellow medical colleagues, friends and family from Linchan, Marsha. DET Skills Training Manual. Oulford, NY, 2013.

D- DESCRIBE

Give the background, what is this conversation about and think of it as sharing your observations while keeping the observations factual and objective, not judgmental

E- EXPRESS

Express your feelings or opinion,
e.g. "I'm worried/concerned/frustrated"
or
"This is important because..."

A- ASSERT

Be as absolutely clear as possible about what you want, or what you are going to do.
You could be asserting
1)A request/expectation ("I want you to...")
or
2)Your plan ("I am going to...")

R- REINFORCE

End with why going along with your request/plan will work out well for the other person - hopefully you can somehow tie this to their long-term goals (e.g. passing residency) and/or to their long-term best interests- you are reinforcing/rewarding them for cooperating



Next Steps – Part 2

Ongoing Self-Reflection

- ▶ “In the process, we will find dark, ugly, and unspeakable things that we must reconcile within ourselves. We need to say these things out loud to ourselves and to other white people and we need to think about how they came to be ‘true’ for us. Working to combat anti-Black racism is something we must work on every single day.” - Dr. Sarah Saska, Co-Founder & CEO, Feminuity



Next Steps – Part 3

Engagement

On behalf of Hamilton Health Sciences (HHS), I want to express my concern and sadness regarding recent acts and expressions of anti-Black racism and authoritarianism that have been prominent in the media. HHS stands with all those affected in calling out the need for change and for justice.

Hamilton Health Sciences remains committed to safe, healthy, and inclusive communities. We value equity, diversity, inclusion, and safety. We know we still have work to do in these areas ourselves, and we are committed to the goal of ensuring our patients, families, staff, physicians, volunteers, students, and anyone who enters our buildings feel they are in a place where they belong.

The responsibility to fight racism, in all its forms, sits on the shoulders of every individual and institution. As stewards of health and well-being for our community, we take this responsibility seriously. We will continue to seek to listen, to understand, and to find ways to improve the lives of those affected by social disparity and marginalization.

On behalf of our Human Rights & Inclusion team, I welcome any feedback on how we can advance our equity and inclusion efforts at HHS. You can send your feedback to

inclusion@hhsc.ca.

Together, we can create a safer, healthier community for all.

Sincerely,

Rob Maclsaac
President & CEO
Hamilton Health Sciences



Let's Take a Pause



Q&A and Time for a Conversation



Resources to Learn More

- ▶ Tips for Being an Ally by Franchesca Ramsey:
<https://www.youtube.com/watch?v=dg86g-QIM0>
- ▶ Why Reverse Racism Isn't Real:
https://www.youtube.com/watch?v=dw_mRaIHb-M
- ▶ 5 Things You Should Know About Racism by Franchesca Ramsey:
<https://www.youtube.com/watch?v=8eTWZ80z9EE>
- ▶ The Unequal Opportunity Race:
<https://www.youtube.com/watch?v=eBb5TgOXgNY>
- ▶ The Right Way to Ask Questions about Your Colleague's Race by Ritu Bhasin:
<https://www.youtube.com/watch?v=y5lQdOSBot4>
- ▶ Colour Blind or Colour Brave? TED Talk by Mellody Hobson:
https://www.youtube.com/watch?v=oKt_ALHe3Y9Q



RESOURCES

Anti-racism starter kit for everyone:
bit.ly/ANTIRACISMRESOURCES

An open and honest conversations about racial justice, police violence, and anti-Blackness in our families and communities:
<https://lettersforblacklives.com>

Guide to allyship (it's never too late or too early):
<https://guidetoallyship.com>

Take action: <https://tinyurl.com/yaxytqyt>

FIGHT FOR A CAUSE



1) Justice for Breonna
<https://justiceforbreonna.org>

2) BLM:
https://secure.actblue.com/donate/ms_blm_homepage_2019

3) Justice for Regis
<https://ca.gofundme.com/f/cggys2-justice-for-regis>

4) Louisville Community Bail Fund
<https://actionnetwork.org/fundraising/louisville-community-bail-fund/>

5) Black youth led movements:
<https://minnesotafreedomfund.org/>

6) Start your own!

Who are we:

<https://md.utoronto.ca/news/students-organize-invisible-challenges-medicine-conference>

Want to talk? uofticimconference@gmail.com

Designed by: Salwa Farooq



Next Ethics & Diversity Grand Rounds:

- ▶ Presenter: Elizabeth Dougherty
Palliative Care Psychosocial Clinician and Educator
- ▶ Topic: Honouring Grief and Loss in the Wake of COVID
- ▶ Date: Friday, June 26th
- ▶ Time: 12:30 – 1:30 pm

Inclusion@hhsc.ca





www.hamiltonhealthsciences.ca

“I don’t know what to say.” Cross-cultural communication in times of crisis and beyond

Tina Garnett, Human Rights and Inclusion Specialist and Dr. Andrea Frolic, Director of Ethics and Care Ecologies Program