

**Using an Inclusion Lens in  
Crisis Management:  
Creating Equitable and Inclusive  
Policies, Practices, and Procedures**

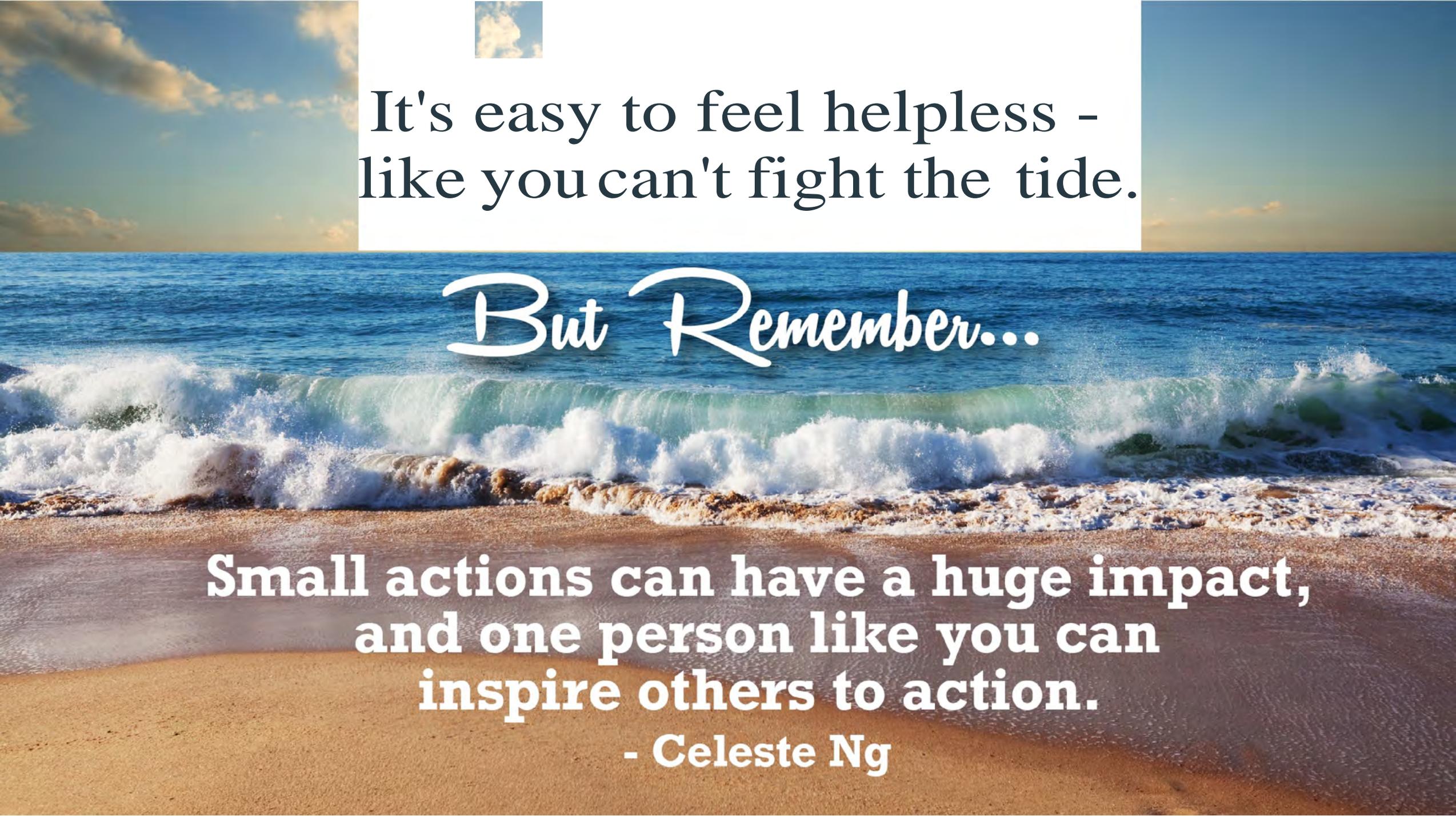
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***BREATHE***

**Why Now?!**

# Webinar Outcomes

- **Ways to consistently use an Equity & Inclusion Lens in this time of crisis management**
- **Strategies to develop the capacity of everyone to use an Equity & Inclusion Lens in everything they do**



It's easy to feel helpless -  
like you can't fight the tide.

*But Remember...*

**Small actions can have a huge impact,  
and one person like you can  
inspire others to action.**

**- Celeste Ng**

**Many are already using an Inclusion  
Lens during Covid-19**

**By group membership, which of your  
staff and clients are  
experiencing significant impact  
during this pandemic?**

# Differences that Make a Difference, **pg. 7**

- **Age**
- **Athleticism**
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- **Veteran status**
- **Working style**
- **Years of experience**
- **Others...**

**Which of these & other group identities are:**

- On **YOUR screen consistently**?
- You think about every day as make decisions, serve others?
- **Which aren't?**

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## Which of these & other group identities are:

- **On your the screens of your colleagues, leaders, decision-makers...**
- **Consistently?**
- **Not so much...**

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**“In the room where it happens”**

## **By group membership, what groups are among:**

- **Those we **serve**?**
- **Those we **work with**?**
- **Those we **need to be particularly focused on** as we make decisions in this crisis?**

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- **Others...**

# **For Every Idea, Ask These Questions as Use an Inclusion Lens:**

**By group membership, which groups:**

- 1. Probably will have their needs met?**
- 2. May not have their needs met?**
- 3. May face extra barriers, hurdles, and obstacles?**
- 4. Might be unintentionally, negatively impacted by this policy, practice, or service? Decision?**

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- **Others...**

**Who else would bring needed perspectives, data, and ideas?**

**Anticipate Pushback**

***BREATHE***



**Analyze and  
revise all  
policies,  
practices,  
products,  
programs,  
and services  
with an  
Equity &  
Inclusion  
Lens**

# **Gaps and Cracks**

## **Reflect and Note:**

- **By group membership, which groups might we not have been serving as fully as they needed in the past?**
- **What groups do we need to have “on our screens” consistently during this pandemic and as we transition to whatever is next?**
- **Including by intersecting identities?**

# **How Equitable & Inclusive Are the Policies, Programs, Protocols, Practices and Services in Your Area of Influence?**

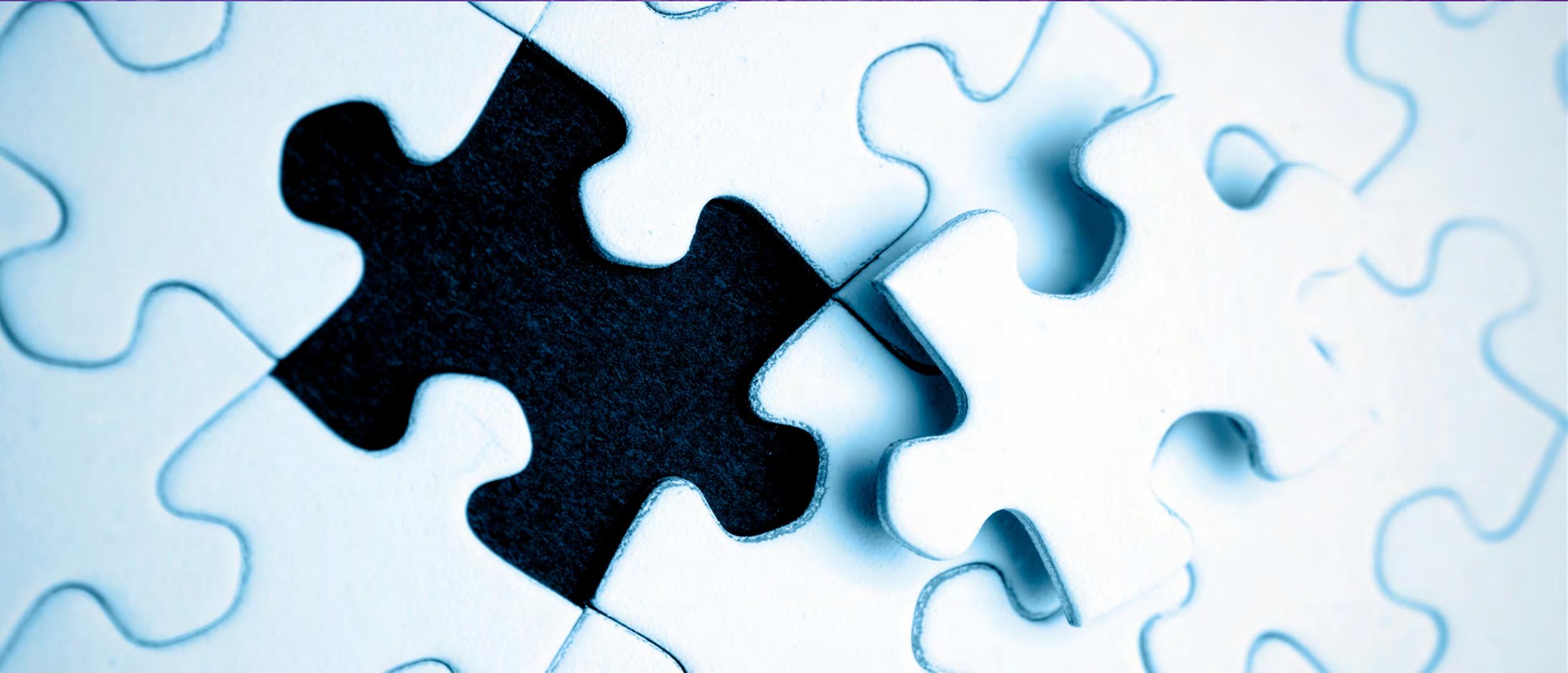
**Scale 0-10:**

**0 = not at all**

-----

**10 = completely**

**You Are Welcome to Join Us!!**



# Make a LONG List

## 1<sup>st</sup> step:

- **Gather a group of people diverse by demographics & with moderate cultural competence, to**
- **Start a long list of**
- **Current policies, programs, services & practices**
- **That MIGHT be improved by analyzing & revising with an Equity & Inclusion Lens**
- **To meet the needs of the full breadth of those we serve**

**Please put 3-5 in the CHAT**

**To help us all create an expansive list**

PASSION LED US HERE





**PRACTICE TIME!**

**Share interview questions  
with candidates**

# **How Equitable & Inclusive Are the Policies, Programs, Protocols, Practices and Services in your Area of Influence?**

**Scale 0-10:**

**0 = not at all ----- 10 = completely**

**In CHAT: If we don't share a list of interview questions 10-15 minutes ahead of time, **by group membership, who might be at a disadvantage?****

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# **How Equitable & Inclusive Are the Policies, Programs, Protocols, Practices and Services in your Area of Influence?**

**Scale 0-10:**

**0 = not at all ----- 10 = completely**

**What lenses were you using as you answered?**

**How might staff and clients  
from various identity groups  
possibly answer this question?**

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**\$Groups**  
spanning the  
**margin**



A 3D rendered white figure stands in the center of a complex maze. The maze is composed of light blue walls and dark grey paths. The figure is holding a white rectangular sign with both hands, positioned above its head. The sign contains the text 'what NOW?' in a bold, sans-serif font. 'what' is in black, and 'NOW?' is in red. The lighting is bright, casting soft shadows on the maze floor.

**what  
NOW?**



**Analyze and  
revise all  
policies,  
practices,  
products,  
programs,  
and services  
with an  
Equity &  
Inclusion  
Lens**

**Get clarity on the **PROCESS** for policy revision and **WHO** can make this decision and **WHAT** information may help them decide to revise**

**By position and group membership,  
who needs to be in the room?**

# **Establish Engagement Processes**

## **Co-create Engagement Guidelines, pg. 2**

- 1. Open and honest communication; anticipate impact on others before you speak**
- 2. Participate fully (comfort zone +1); Expect discomfort if learning**
- 3. Speak from personal experience**
- 4. Listen respectfully; Listen to learn**
- 5. Seek to understand; Expect disagreement & listen harder**
- 6. Share air time: Move in, move out**
- 7. Be fully present**
- 8. Be open to new perspectives**
- 9. Explore impact; acknowledge intent**
- 10. Expect people to learn and grow; don't freeze-frame others**
- 11. Take risks; Lean into discomfort; Be brave; Engage**
- 12. Respect and maintain confidentiality**
- 13. Notice/describe what you see happening in the group, in you**
- 14. Recognize your triggers; Share if you feel triggered**
- 15. Trust that dialogue will take us to deeper levels of understanding**
- 16. Engage & embrace this opportunity; We won't be finished**

# Engagement Processes

## Co-create **Engagement Guidelines**, pg. 2

- **If disagree, do not argue or debate**
- **Instead, ask questions for understanding**
  - **Can you say more?**
  - **Can you help me understand your perspective? Intention?**
  - **Can you give me an example to help me understand where you are coming from?**
  - **By group membership, whose needs will be met? Whose might not?**
- **Invite others into the conversation across group identity to add multiple perspectives**

## Next Steps

- 1. Choose one policy, protocol, practice or service to analyze**
- 2. Gather a demographically diverse group with stake and knowledge**
- 3. Use the Group Identity Cards to identify:**
- 4. What were probable productive intentions when this practice, policy, etc., was created?**

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# **By Group Membership, Which Groups:**

- 5. Probably had their needs met back then?**
- 6. Today, probably get their needs met?**
- 7. May not have their needs met?**
- 8. May face extra barriers, hurdles and obstacles?**
- 9. What groups might be unintentionally, negatively impacted by this policy, practice, or service?  
Decision?**

**Whose perspectives, by group membership and experience, might be **useful to seek out** as we consider possible revisions to the practice or policy?**

- **Go through ALL the Group Identify Cards**
  - **Make LISTS:**
    - **Definitely get needs met**
    - **Some needs are met**
    - **Face many barriers and obstacles**
    - **May experience negative impact**

# **Intersecting Group Memberships**

# Make **different lists** to reflect the **current reality**:

<b>1. Definitely get their needs met</b>	<b>2. Some needs are probably met</b>	<b>3. May face many barriers and obstacles</b>	<b>4. May experience negative impact</b>

- **Notice which groups **most individuals do not know enough about to place in a column****
- **Gather more data, perspectives, and voices ~ from people who have knowledge, experience, and competence in these areas of diversity**

**PAUSE & REFLECT**

# Collect **Recommendations** for Revisions:

How can we make this more  
inclusive & equitable?

1. **Research practices and policies** at other organizations, webinars/blogs
2. Ask the **Analyzing Group** to **identify** a wide range of possible revisions
3. Take these data & ideas and **share more broadly** to gather more **insights into the gaps** and **negative impact** as well as **recommended revisions**
  - Meet with other constituency groups
  - Invite people who see possibilities, are innovative

**WHAT ELSE IS *POSSIBLE*?**

## **Reflect and Note:**

**How have you shifted your practices and services in this pandemic that you realize opened up greater access?**

**Met more needs, by group membership, than may have been met before?**

**What values are being served?**

# **Virtual Employee Onboarding**

**I CAN SEE CLEARLY NOW**

**BACK TO THE FUTURE:**

**Prepare now for future disruptions**

# LESSONS LEARNED MEETINGS

- **Acknowledge and celebrate!**
- **What worked? Impact by group membership?**
- **Any missed opportunities? Impact by group membership?**
- **What might have been useful to do?**
- **What if in November, we have a 2<sup>nd</sup> wave or some other disruption?**
  - **How can we prepare now to best respond in the moment?**

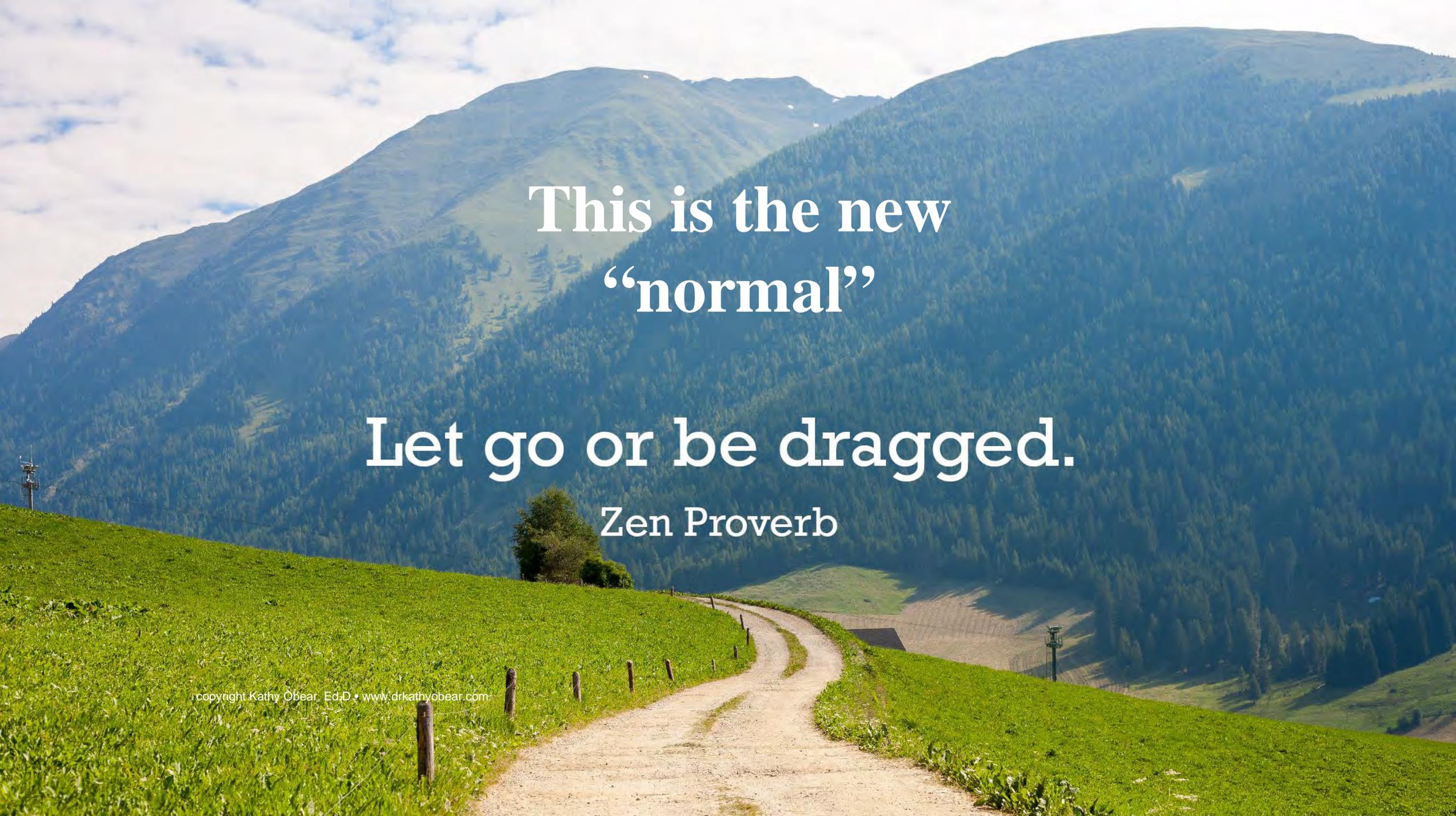
***BREATHE!!!***

# FINAL REFLECTIONS

- **Widespread grief and mourning**
- **Affinity & Accountability Groups**
- **Choose courage to speak up, ask questions**
- **Care for the care-givers**

**We are always**

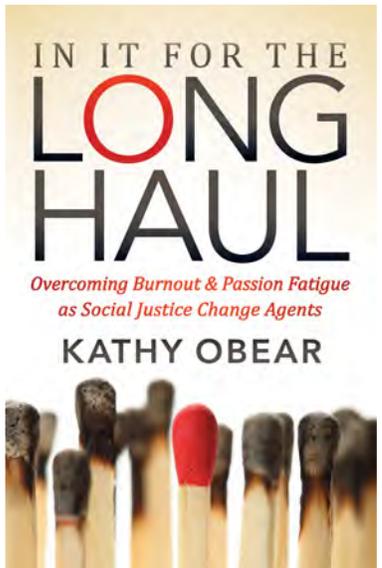
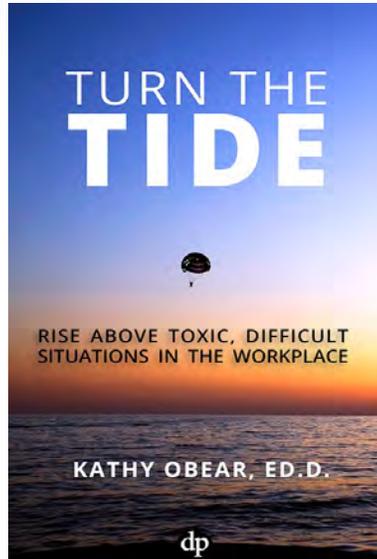
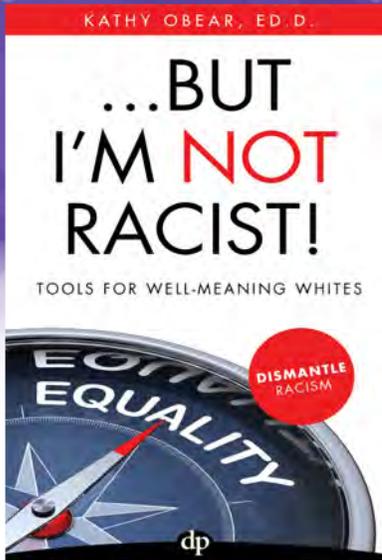




This is the new  
“normal”

Let go or be dragged.

Zen Proverb



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