

**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**
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- **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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**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









The background is a deep purple color. A bright white horizontal band runs across the middle of the image. Above and below this band, there is a pattern of semi-transparent circles and stars of varying sizes, creating a bokeh or starry effect.

**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 white figure stands in the center of a complex maze made of light blue and black walls. The figure is holding a white rectangular sign with both arms raised. The sign features the word 'what' in black lowercase letters and 'NOW?' in red uppercase letters. The maze's perspective is from above, showing the figure's position within the winding paths.

**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**:

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



- **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**



The image features a solid purple background. A wide, horizontal white band runs across the center. The top and bottom purple areas are decorated with a bokeh effect, consisting of numerous out-of-focus circles of varying sizes and shades of purple.

**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**





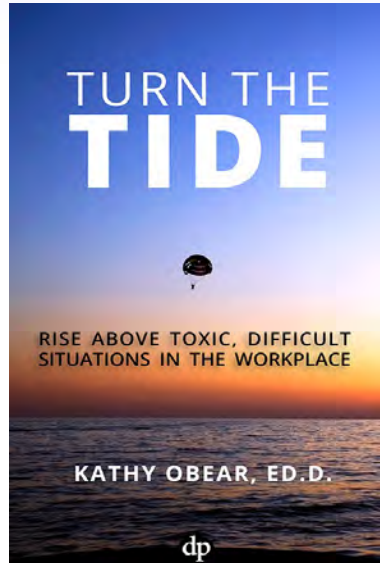
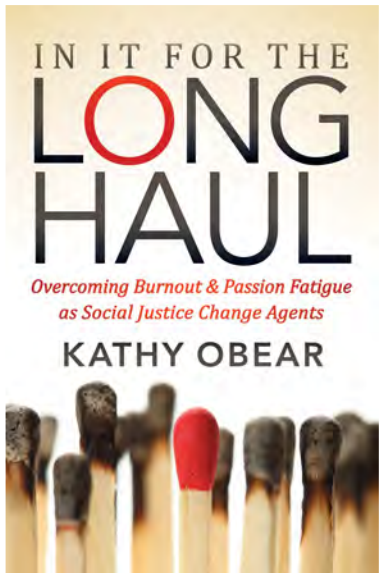
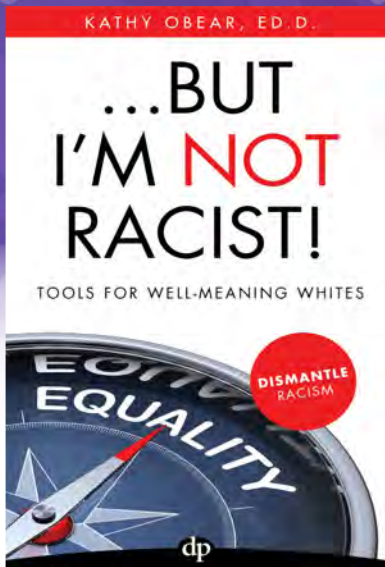


This is the new  
“normal”

Let go or be dragged.

Zen Proverb





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