



HHS Internationally Educated Nurse (IEN) & English as a Second Language (ESL) Nurse Integration Project

Funded By





Webinar 1

Diversity, Equity and Inclusion

Funded By







What is Diversity

Refers to the reality of a population in which unique and identifiable characteristics distinguish individuals and groups

Note:

The dimensions of diversity include, but are not limited to, ancestry, culture, ethnicity, gender, gender identity, language, physical and intellectual ability, race, religion, sex, sexual orientation, and socio-economic status



The Equity Lens

**A lens of respect,
inclusion and
Understanding**



Think of Xian, a Chinese IEN who is thrown into confusion when the patient with whom he is working keeps asking for “Kleenex” – Xian sets off to get this “Kleenex” and ends up spending a great deal of time searching for it because he does not know what it is.

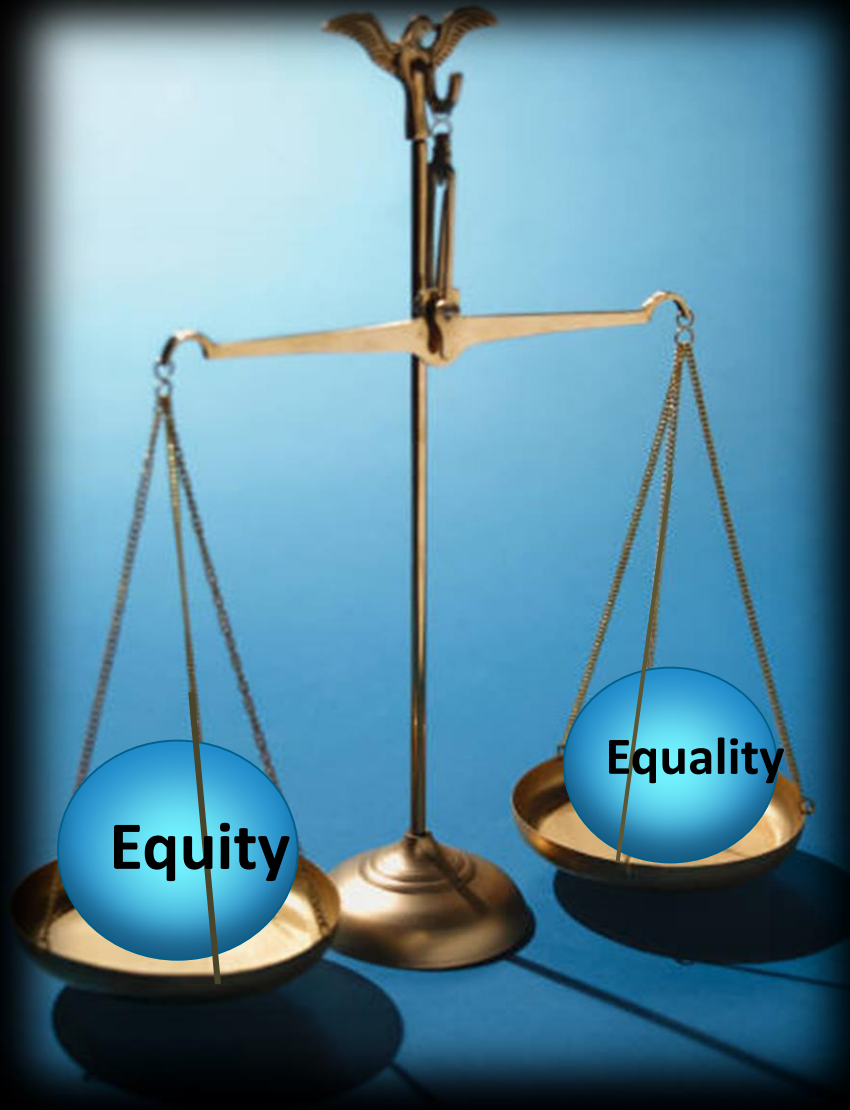
The patient is becoming agitated about not getting the “Kleenex” and Xian is getting very frustrated, anxious and fearful of losing “face” because he can not find it.

Finally in desperation he asks, and his colleague says, “oh, don’t you see it? It is right there beside you on the table . It is in the blue box”.

Xian is very embarrassed and his face turns red as he mutters – “You mean Tissue, Thank you”



What is the difference between Equality and Equity?



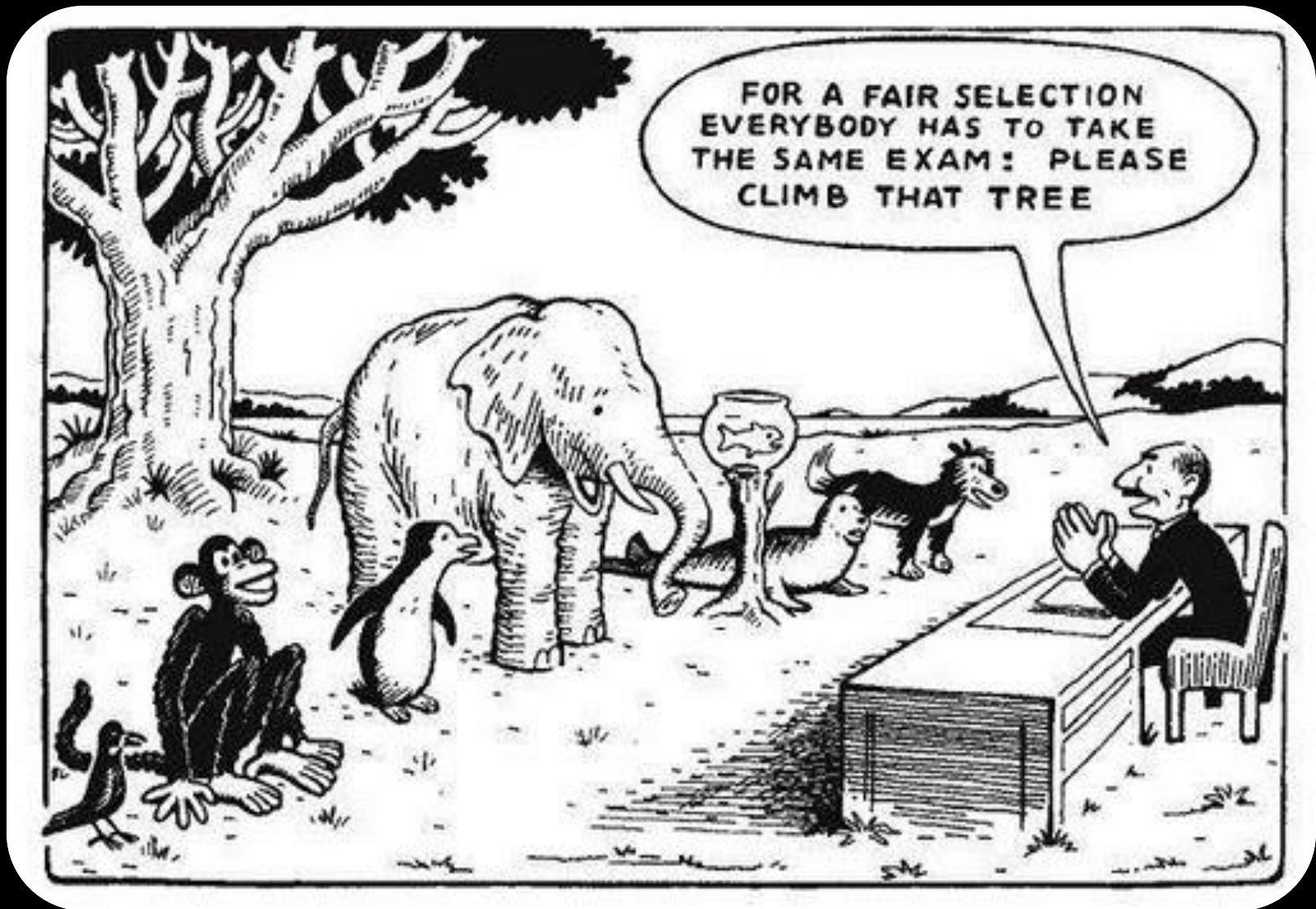
Equality means treating everyone the same regardless of need.

Equity does not mean treating everyone the same because individual needs are different.

Equity is therefore a condition or state of fair, inclusive, and respectful treatment of all people.



Equity vs. Equality



Culture is like an iceberg

Most of the beauty of the culture lies hidden below the waterline.

When we work with people from different cultures we must remember to look "below the water line".

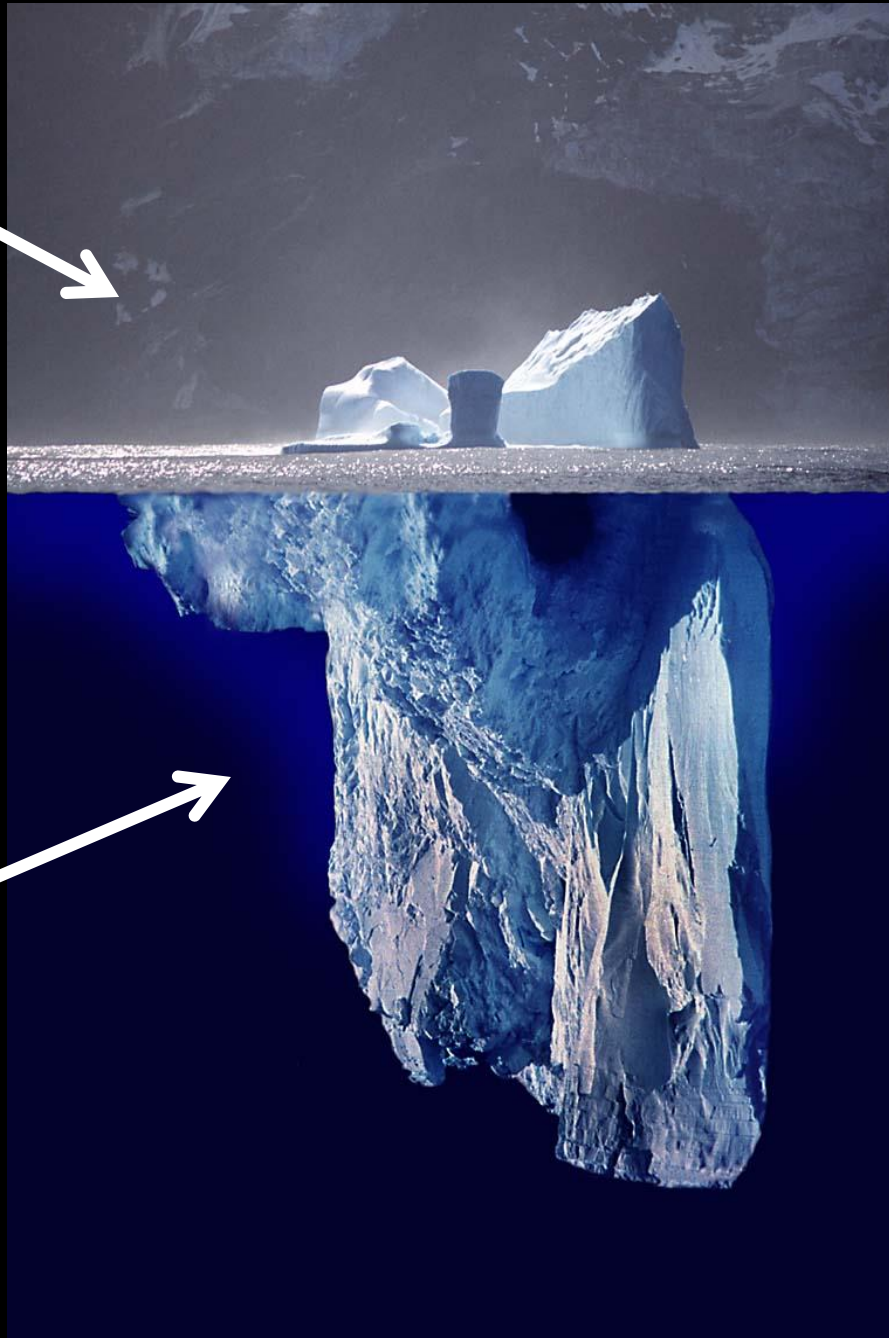
Culture is:

"The Software of the Mind". **Geert Hofstede**



Food
Clothing
Language
Behaviour
Rituals

Values
Roles
Social Structure
Rules
Environment
Relationships
Attitudes
Norms
Beliefs
Practices
Institutions
Traditions
Law & Order
Time



Scenario 1

- Nicole is an IEN from the Philippines and one day she was discovered by her friend, crying in the washroom. When her friend tried to find out what the matter was, Nicole told her that she overheard the nursing supervisors talking about her. One said to the other ... “How do you find Nicole?? I think she is incompetent, she can not even set a bedpan correctly!”
- What is the Issue?
- What is the resolution?
- What is the learning and steps to take going forward?

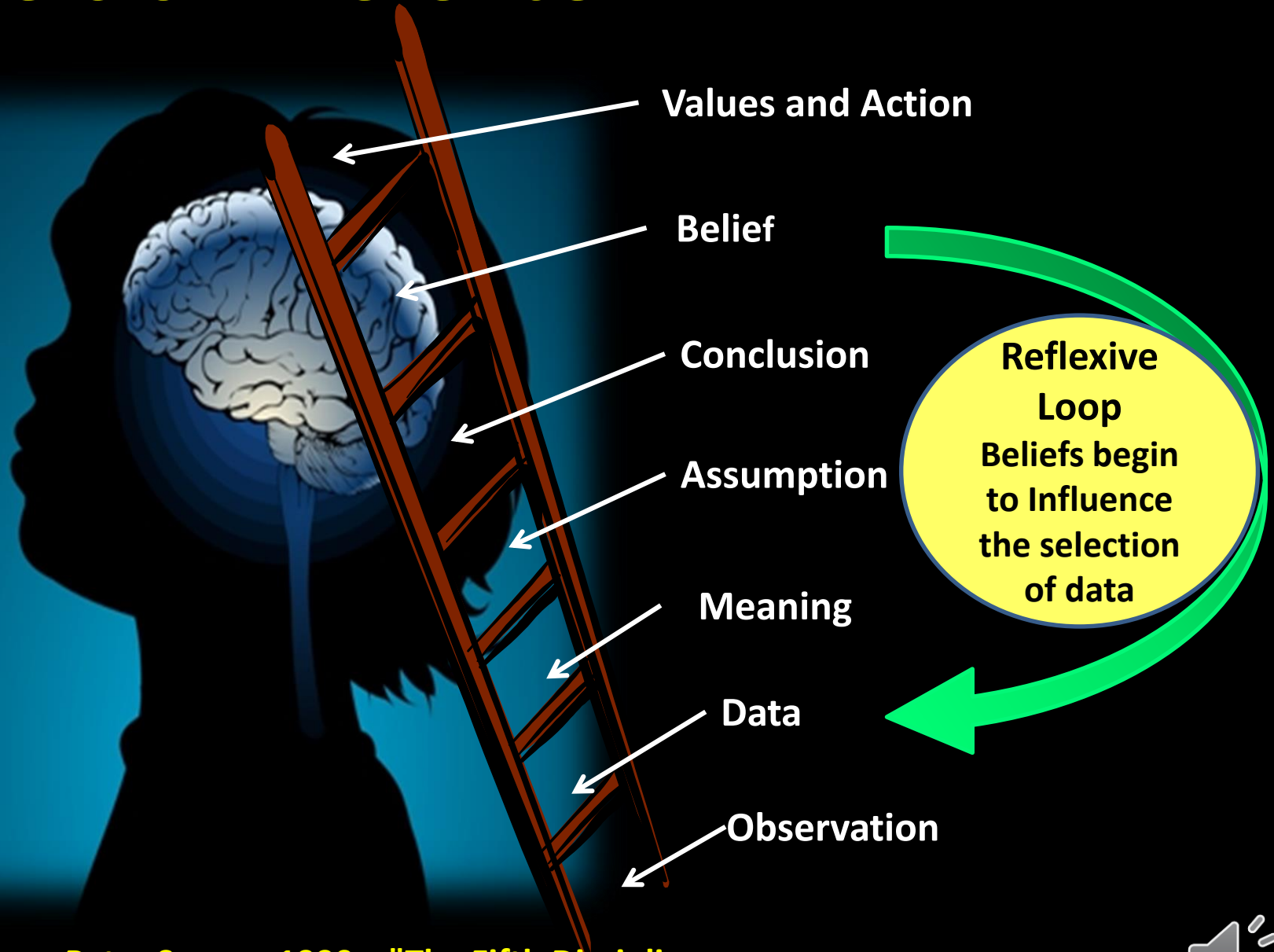


Scenario 2

- Rodika is a nurse from the Ukraine. A few days ago she got into trouble with her supervisor because when she saw a patient in distress, she started an IV without waiting for doctors orders.
- What is the issue?
- What is the resolution?
- What is the learning and steps to take going forward?



Ladders of Inference



Adapted from: Peter Senge: 1990 "The Fifth Discipline: The Art and Practice of the Learning Organization.



Scenario 3

- Janet approaches a physician about a mutual patient . Janet is meeting the physician for the first time and she stretches out her hand to greet him with a handshake. The physician refuses her hand. Janet feels hurt and insulted:
- What is the Issue?
 - How can the issue be resolved?
 - How does this, or how could this, impact how the IEN works collaboratively with the Inter professional Collaborative Healthcare team?
 - What is the learning and steps to take going forward?




Scenario 4

Po is from South Asia and from a professional environment where health care workers do not question physicians and nurses accept, and act upon orders without question. She is in a nursing situation where she is unsure of what the physician ordered and thinks that there are some cultural concerns the physician should be aware of since she (Po) shares the same culture background as the patient.

She is unsure as to how to approach the physician, has not worked with female physicians, and is afraid to speak to her.

- What is the Issue?
 - How can the issue be resolved?
 - How does this, or how could this, impact how the IEN works collaboratively with the Inter professional Collaborative Healthcare team?
 - What is the learning and steps to take going forward?





Shared Meaning -
Important Component Of
Culture

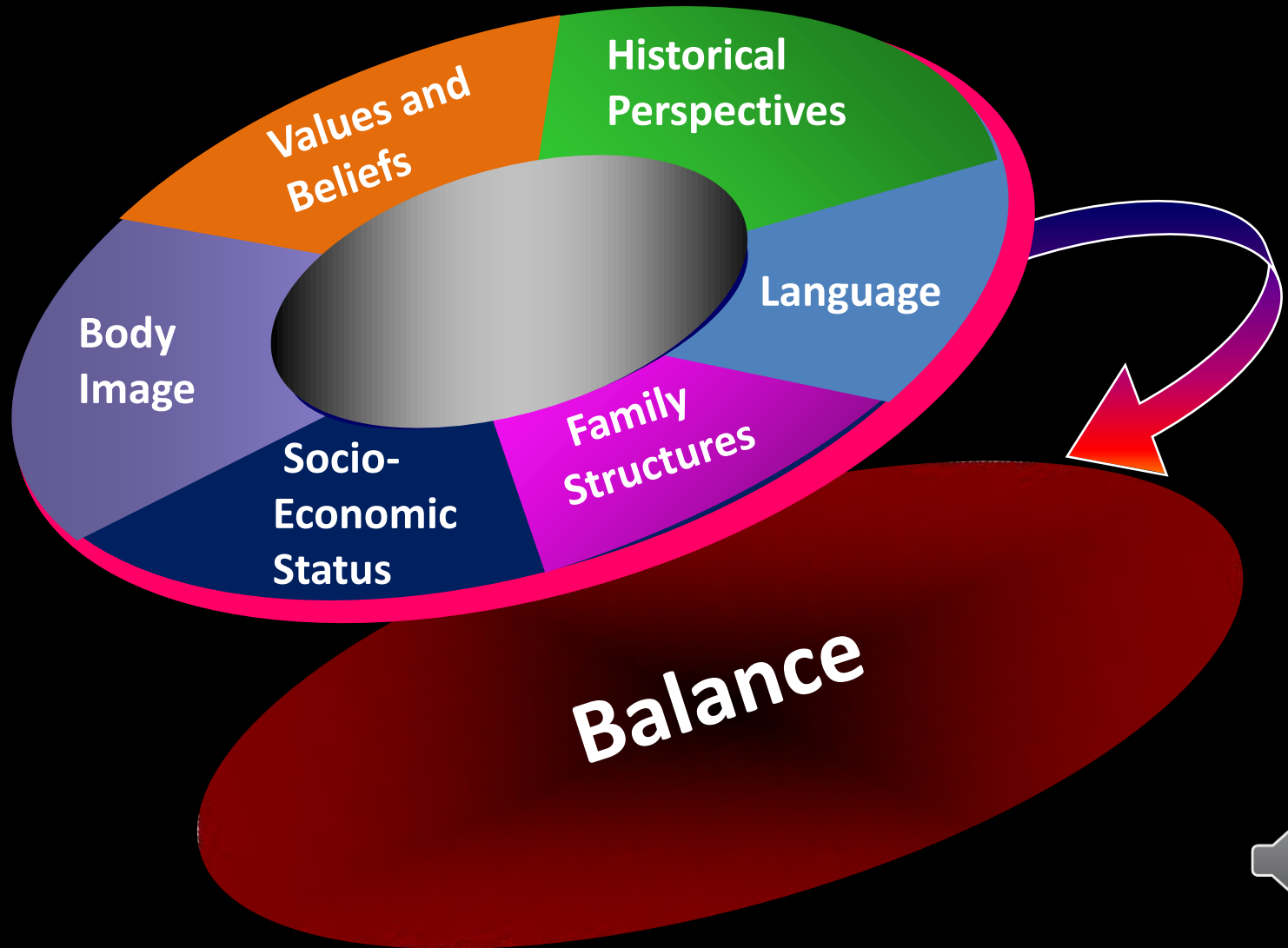
Shared
Meaning



Family Influences
Personal Experiences
Peer /Social Circle Influences
Educational Experiences
Media & Cultural Influences
Critical Incidents



Anti-Bias Filters



Scenario 5

As a nursing Supervisor / Manager you are approached by one of the IEN nurses who tells you that she can not work with LGBTQ patients because their lifestyle contravenes her religious beliefs.

- What do you do?
- How can the issue be resolved?
- How does this, or how could this, impact her nursing assignments and those of the team?
- What is the learning and steps to take going forward?



Scenario 6

As a nursing supervisor you are concerned that some of the IENs will tell you very confidently that they can perform a certain procedure and that they know how to do it, yet, when try to do the procedure – you have to step in to help them because when they begin to carry out the procedure, it is obvious, from what they are doing, that they do not have the skill to complete it effectively.

- What is the issue?
- How can the issue be resolved?
- How does this, or how could this, impact her nursing assignments and those of the team?
- What is the learning and steps to take going forward?



Inclusion Is an Approach

That Appreciates and Responds to the Dimensions of Diversity



Developing Inclusive approaches begins with awareness and focuses on influencing behaviour through dialogue, education and information sharing at all levels.



**“I've learned that people will forget
what you said,
people
will forget what you did,
but
people will never forget how you
made them feel.”**

Thank You
Please Contact Us With Questions
Feed-Back or Comments



Pat Wright *B.Sc, M.Ed*
Manager Training
Hamilton Centre Civic Inclusion
pwright@hcci.ca
905 297 4694

Daniela Beckford *RN*
Project Manager, HHS
EN ESL Nurses Integration Project
beckfordd@hhsc.ca
905 521 2100 ext 77511

