



It Starts by  
Saying HI!

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Who We Are  
and What  
We Are  
Doing Today

**Respect  
Everyone  
So  
Pretty Much  
Everyone  
Can  
Thrive**

# Equity and inclusion at AID

# DIVERSITY, EQUITY & — INCLUSION —



DIVERSITY  
ASKS

**WHO**  
— IS IN —  
THE ROOM



EQUITY  
ASKS

**WHO IS**  
— TRYING TO —  
GET IN THE ROOM  
BUT CAN'T



INCLUSION  
ASKS

— HAVE —  
EVERYONE'S  
IDEAS BEEN  
**HEARD**



# Process

- Leader focused on DEI
- Equity and Inclusion Statement
- Employee Experience Survey
- Leadership and Staff Development
- Process changes

Leaders are the key to shaping company culture — and even the culture beyond their walls.

*“How Leaders Shape Company Culture”, Forbes 2019*

# What did we ask leadership?

What does equitable and inclusive mean?

What is the state of equity and inclusion within AID?

Why are equity and inclusion important?

Where do we want AID to go regarding equity and inclusion? What does success look like?

Suggestions for where AID goes from here in its equity and inclusion journey.

What would be the main elements of an AID equity and inclusion statement?

# Responses

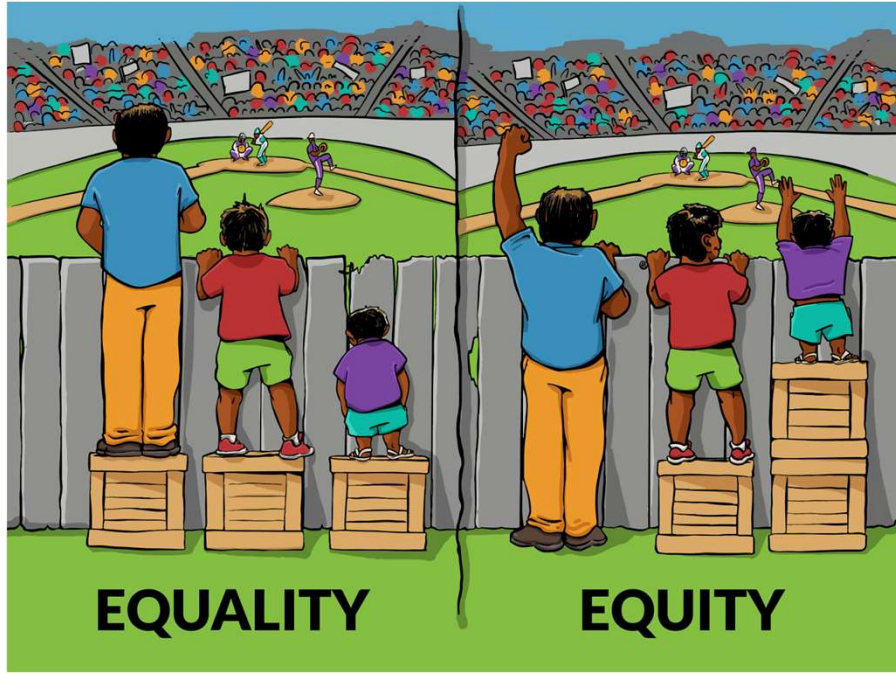
**Equitable: Being fair, which often means not treating everyone equally**

- Providing different avenues and making it work for individuals.
- Going above and beyond, according to individual needs
- Available and accessible for different groups of individuals including LGBTQI+, people of color, undocumented, etc.
- Offering quality service, client-focused services, having quality standard of care
- Recognizing and eliminating barriers to access from a systematic standpoint
- Providing equal access to environment and supports
- Community systems that work for everyone

# Responses

**Inclusive: treating everyone fairly, giving opportunity for everyone to be involved or included in whatever process is happening.**

- Considered
- Intentionally included
- Made part of the conversation
- Active participation enabled
- Voice is heard
- Valued
- Missed if not there
- Making sure there is room for differences
- Knowing there are more than one way to do something, more than one approach, more than yourself
- Different cultures, etc., represented (clients can see self in staff/volunteer representation)



Equality

Equity

# What did we ask staff?

I feel like I belong at AID

Have you experienced a situation where a co-worker or client offended you?

Do you feel confident taking situations to your supervisor without fear of retaliation?

Does AID provide adequate training on managing issues which are sensitive in nature?

Is there a need for training on communicating with co-workers from diverse backgrounds and experiences?

Have you experienced microaggressions at work?

# Responses

- We need more training in communicating with co-workers from diverse backgrounds and experience
- I fear retaliation, and/or I don't trust higher management
- Provide training on managing issues which are sensitive in nature (race, culture, identity, etc.)
- I have experienced microaggressions in my workplace
- Perspectives like mine are not valued
- Clients have offended/insulted me based on race, ethnicity and/or culture
- Other aspects of my identity based on which I have had a problem in my workplace
  - Gender
  - Age
  - Body size
  - Physical disability Education level
  - Faith

# Staff development

- Leadership focused trainings
  - Understanding Microaggression
  - Valuing and Welcoming Our LGBTQIA+ Clients and Colleagues (2 part series)
  - Understanding Bias: Interviewing through an Equity Lens
  - Understanding and Working with Neurodivergent Individuals to Promote an Inclusive and Collaborative Work Environment
  - DISC Assessment
- Lunch and Learn
  - Microaggression in the Workplace (4 part series)
  - Danger of a Single Story
  - Is it Funny?
  - Working in a Multigenerational Organization
  - Round table on Health Disparities
- Monthly eNewsletter
  - Observances
  - Highlight staff

# Highlights Process changes

- Interviewing practices
- Unconscious Bias annual training for all staff
- Preferred name – HR Platform

## AID Equity and Inclusion Statement (2021)

At AID, we believe that all people have inherent worth and dignity, and we see everyone—all clients and their families, all staff, all volunteers, and all interns—as valued members of the AID community. We therefore **value and commit** to Equity and Inclusion in serving our clients and in our workforce.

### What we mean by Equity and Inclusion

By equity we mean fairness, which often requires not treating everyone equally. Achieving a fair playing field requires going above and beyond to provide different avenues for different individuals, according to the needs of each, and striving to have the best possible outcome for each person. Equity means providing all with true access to safe, high - quality services, supports and opportunities, and recognizing and working to eliminate systemic barriers to such access.

By inclusion we mean welcoming everyone and providing all with genuine opportunities to participate in everything that we do. ***Inclusion opens a very wide umbrella, under which every difference is welcomed, including differences in race, ethnicity, physical and cognitive abilities, gender identity and expression, age, national origin, language, sexual orientation, body size, documentation status, housing status, economic status, ability to pay for services, job status, religious or spiritual practice, recovery status, substance users, thinking and doing styles, and more.*** Inclusion means taking action to consider and involve everyone, and enabling all to get involved, actively participate, and be heard. Inclusion also means recognizing and working to eliminate systemic barriers to full participation by all.

## Our commitments

**We commit** to integrating equity and inclusion into all aspects of what we do, into all our functions and processes, into all our departments, and into how we handle every situation. For us, equity and inclusion will simply be the way we do things. Each of us brings different experiences, privileges, and beliefs to AID, but **all of us commit** to using our differences to create lives of dignity and purpose with the people we serve and the people with whom we work.


**We commit** to reflecting, in all our service locations and on our board, the diversity and needs of our clients and the communities we serve, especially the needs of historically underserved groups. We value diverse perspectives and **commit** to including all voices—those of clients and their families, and the staff, volunteers and interns—in every key conversation. At AID, everyone will have a voice, and everyone will be recognized for their individual capacities and efforts. All staff will be treated fairly, given equal consideration, and provided equitable opportunities to grow in knowledge and experience that positions them for advancement.

We know that we are on a journey, one in which this Equity and Inclusion Statement is just one early step. Therefore, **we commit** to continuous learning and process improvement, and to making changes and correcting course as needed. At every point in our journey, **we commit** to both talking the talk and walking the walk.



# In other words...

- The Golden Rule
- Do unto others as you would have them do until you.
- Treat People How you Want to be Treated!



How does it make  
you feel to be  
called a mean  
name?

Racism-Thinking  
someone is not as  
good as you because  
of the color of their  
skin.



Racism-Getting mad  
when people are not  
speaking English





## Racism

Calling people names because they look different than you.



## Our Pledge

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# Sexual Discrimination-

- Thinking someone is bad because of who they love.
- Not hiring someone because of their gender
- Calling a woman names because she is a woman.



What in the world is a pronoun and why does it matter?

These are just a few examples





Religious Discrimination-  
Thinking you are better than  
someone else because of their  
religion

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## Abelism

-Discriminating against someone because they have a disability or because they have a different disability than you do!

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Ageism  
judgements about  
people because of  
their age.



Sizeism  
judgements  
about  
people  
because of  
their size.

**Be Kind**  
**Be Friendly**  
Treat People with RESPECT

It Starts By Saying Hi!

