



GLOSSARY OF KEY DIVERSE TERMS

This Glossary of Key Diverse Terms has been designed as a “living document” tool to assist in creating a common Diversity & Inclusion language to foster an Environment of Inclusion within AMDA.

ACTIVE LISTENER	<ul style="list-style-type: none">♦ Seeks to fully understand before offering a response or solution♦ Is a technique that is used in counseling, training, and solving disputes or conflicts. It requires that the listener fully concentrate, understand, respond, and then remember what is being said.♦ Actively listening is to fully concentrate on what is being said rather than just passively ‘hearing’ the message of the speaker. Active listening involves listening with all senses.
AFFIRMATIVE ACTION	<ul style="list-style-type: none">♦ Affirmative Action is a Program that organizations must comply when doing business with the Federal Government♦ Legal requirements to end/prevent employment practice discrimination by requiring respectful equitable relationships and calling for measurable statistical and affirmative steps to benefit members of protected classes.♦ Was established to ensure there are a mix of qualified Minority and White candidates and a mix of qualified Male and Female candidates in every Candidate Pool.
AGEISM	<ul style="list-style-type: none">♦ Robert Butler coined the term “ageism” in 1969 as “a combination of prejudicial attitudes toward older people, old age, and aging itself; discriminatory practices against older adults; and institutional practices and policies that perpetuate stereotypes about them.”♦ While ageism primarily impacts older adults, today, the term can apply to individuals of any age who experience age-based stereotypes and/or discrimination.
AMDA DIVERSITY, EQUITY, INCLUSION COMMITMENT	<ul style="list-style-type: none">♦ Stepping into this Important Work To Affect Change♦ Being Conversation Starters and Engaging in Deep Listening♦ Embracing the Discomfort and Remaining Present♦ Welcoming Everyone’s Input, Ideas, And Experiences♦ Creating as Safe and Trusting A Space As Possible♦ Accepting that We Will Make Mistakes. And Then, Trying Again
AMDA DEI OVERARCHING FOCUS AREAS	<ul style="list-style-type: none">♦ Actively work to increase diversity among our membership♦ Develop and promote educational offerings for our members♦ Examine where there is implicit, systemic bias within AMDA
AMDA MISSION	<ul style="list-style-type: none">♦ We promote and enhance the development of competent, compassionate, and committed medical practitioners and leaders to provide goal-centered care across all post-acute and long-term care settings.♦ Dedicated to defining and improving quality, we advance our mission through timely professional development, evidence-based clinical guidance, and tireless advocacy on behalf of members, patients, families, and staff.
AMDA VALUE STATEMENTS	<ul style="list-style-type: none">♦ We are dedicated above all to quality in PALTC processes and outcomes.♦ We strive to deliver person-centered and goal-concordant care in all PALTC settings of care.♦ We are tireless advocates in all venues.



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	<ul style="list-style-type: none">♦ We are committed to being an authoritative information resource on PALTC.♦ We value and promote diversity, equity, and inclusion.♦ We are a community – connected to and supportive of each other.
AMDA VISION	<ul style="list-style-type: none">♦ A world in which all post-acute and long-term care patients and residents receive the highest- quality, compassionate care for optimum health, function, and quality of life.
AMDA DEI WORKGROUP PURPOSE	<ul style="list-style-type: none">♦ In 2020 systemic racism in our society was tragically highlighted in multiple news reports♦ COVID-19+ has revealed the broad racial disparities in PALTC as well♦ AMDA's leadership responded with some important internal work<ul style="list-style-type: none">○ Formation of the Diversity, Equity & Inclusion (DEI) Workgroup○ Focus on three areas:<ol style="list-style-type: none">1. Diversity within our membership, volunteer corps, and leadership2. Education to improve our understanding of the impact of racial inequities3. Assessing and addressing systemic bias and “blind spots” within AMDA○ We need your ideas, vision, and engagement with all three of these♦ AMDA will also seek out ways to contribute to the efforts to mitigate racial disparities and their varied impacts across all PALTC settings
ANCESTRY	<ul style="list-style-type: none">♦ Refers to a person's self-identification of heritage, ethnic origin, descent, or close identification to an ethnic group.
ASSUMPTIONS	<ul style="list-style-type: none">♦ A thing that is accepted as true or as certain to happen, without proof♦ An assumption is something that you assume to be the case, even without proof.♦ When a person takes something for granted or literally takes possession of something.♦ The act of taking for granted – supposition, presumption, conjecture, suspicion, surmise, theory, hypothesis
BARRIER	<ul style="list-style-type: none">♦ Obstruction, difficulty, hindrance, obstacle, hurdle, stumbling block, restriction♦ That which you may not have direct control or authority to remove, but must be aware of and plan for when developing strategies and implementation
BELONGING	<ul style="list-style-type: none">♦ The sense of belonging occurs when the person feels that they are part of something bigger than themselves and, therefore, recognizes the rest of the members of their reference group as equals. This can have a very positive effect on their self-esteem, and it is especially important for younger generations.♦ Feeling of being taken in and accepted as part of a group, thus, fostering a sense of belonging.



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	<ul style="list-style-type: none">◆ It also relates to being approved of and accepted by society in general. Also called belongingness.
BIAS	<ul style="list-style-type: none">◆ A leaning or preference in favor of a particular individual or group (essentially the opposite of prejudice).◆ Preference without facts (in favor of someone)◆ An inclination or preference, especially one that interferes with impartial judgment.
BICULTURAL IDENTITY	<ul style="list-style-type: none">◆ The condition of being oneself regarding the combination of two cultures. The term can also be defined as biculturalism, which is the presence of two different cultures in the same country or region.
BIPOC	<ul style="list-style-type: none">◆ According to advocacy organization The BIPOC Project, "BIPOC is an acronym for Black, Indigenous, and People Of Color, and the term is meant to "highlight the unique relationship to Whiteness that Indigenous and Black (African Americans) people have."◆ "BIPOC "is person-first language. It enables a shift away from terms like "marginalized" and "minority." These terms might remain factually correct, but they lack a sense of humanity, since there's no clear indication, they refer to people. As such, they're generic, inadequate descriptors that also carry a suggestion of inferiority and of being "less than" the group that's not in the minority. <p>-https://www.packsight.com/which-is-right-term-african-american-vs-black-vs-bipoc-vs-poc-vs-bame/</p>
BISEXUAL	<ul style="list-style-type: none">◆ Most people are drawn physically and emotionally to people of the same sex or the opposite sex.◆ A simple definition of bisexual is: people who experience sexual and emotional attractions and feelings for people of different genders at some point during their lives.◆ These people are called bisexuals, although many people prefer to call themselves: Pansexual, Non-preferential, Sexually fluid, Ambisexual, or Omni-sexual. What is Bisexual? What Does It Mean To Be Bisexual? HealthyPlace
CHALLENGE	<ul style="list-style-type: none">◆ Anything that calls for special effort.◆ A test of one's abilities or resources in a demanding but stimulating undertaking.◆ A response to a challenge is within your decision-making control.
CHANGE AGENT	<ul style="list-style-type: none">◆ A change agent is someone who "alters human capability (for the better) or organizational systems to achieve a higher degree of output or self-actualization."◆ Change agent is as much about identity and character as it is any definitions.



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	<ul style="list-style-type: none">◆ Regardless of what is going on today, a change agent has a vision of what could or should be and uses that as the governing sense of action◆ A change agent has a strong ability to self-motivate.◆ A change agent must understand people; at the end of the day, change is about people
CHANGE MAKER	<ul style="list-style-type: none">◆ A change maker is someone who is deeply passionate about solving a particular issue or a problem for the purpose of the greater good. A change maker often is a highly empathetic and idealistic person who is passionately working on a hopeful mission, no matter how difficult the obstacles or circumstances.◆ A person who desires change in the world and, by gathering knowledge and resources, makes that change happen.◆ Change makers are comfortable out of the comfort zone and understand the value and the need to proactively go to those places.◆ Change makers are driven by partnering with others, getting creative and developing solutions.◆ Change makers are value driven, mission driven and thrive on meaningful action for purpose, on purpose.
CISGENDER	<ul style="list-style-type: none">◆ If a doctor announces, "It's a girl!" in the delivery room based on the child's body and that baby grows up to identify as a woman, that person is cisgender. Similarly, a baby designated male in the delivery room who grows up to identify as a man is cisgender.◆ Cisgender may also be defined as those who have "a gender identity or perform a gender role society considers appropriate for one's sex."
CIVILITY	<ul style="list-style-type: none">◆ Civility is claiming and caring for one's identity, needs and beliefs without degrading someone else's in the process.◆ Disagreeing without disrespect◆ Civility is about disagreeing without disrespect, seeking common ground as a starting point for dialogue about differences, listening past one's preconceptions, and teaching others to do the same.◆ Courteous; Politeness; a Polite Action or Expression
CULTURAL SENSITIVITY	<ul style="list-style-type: none">◆ The ability to understand and empathize with a person or a group of people whose demonstrated values, way of life, religion, conventions and possibly language are different from your own.◆ Awareness about one's cultural assumptions, biases, behaviors, and beliefs. The ability to interact with and understand people from other cultures without imposing one's cultural values.◆ Valuing another's culture as you value your own
CULTURAL TOLERANCE	<ul style="list-style-type: none">◆ A fair and objective attitude towards those whose opinions, practices, race, religion, nationality, etc. differ from one's own; freedom from bigotry.◆ Cultural tolerance is understood to be one's ability to withstand, respect and tolerate a particular culture, belief, and its practices. It is determined



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	<p>by the peaceful or turbulent co-existence of various cultures with intermittent beliefs within a single society.</p> <ul style="list-style-type: none">♦ The ability or willingness to tolerate something, in particular the existence of opinions or behavior with which one does not necessarily agree.
CULTURE	<ul style="list-style-type: none">♦ A culture shares common assumptions about Behavior, a Shared Belief System and Values - People, Departments, Organizations, Family, Geographical Area, etc.♦ This includes everything from lifestyle choices to food.♦ The system of common beliefs, shared meanings, accepted behavior patterns, values, assumptions, shared common experiences and traditions that distinguish one group of people from another.♦ It is a learned set of skills, knowledge, and beliefs.
DEMOGRAPHICS	<ul style="list-style-type: none">♦ The statistical characteristics of human populations (as age, race, income, etc.) used specially to identify current and potential markets.
DIMENSIONS OF DIVERSITY	<ul style="list-style-type: none">♦ Race, Gender, Ethnicity, Age, Sexual Orientation♦ Disability/ Capability, Gender Expression, Gender Identity♦ Generations, Multiculturalism, Religion, Veterans♦ Socio-Economics (Wealth, Upper Class, Middle Class, Low Income, Working Poor, Poverty, Below Poverty)♦ Values, Perspectives, Ideas, Skills, Knowledge, Experience♦ Communication Style, Geography, Sense of Wellness
DISABILITY	<ul style="list-style-type: none">♦ A Disability may be physical, cognitive, mental, sensory, emotional, developmental or some combination of these.♦ A Disability may be present from birth or occur during a person's lifetime.♦ A Disability can be visible or invisible♦ A Disability can be permanent or for a short or long period of time
DISCRIMINATION	<p>Willful Behavior:</p> <ul style="list-style-type: none">♦ Treating someone differently than someone similarly situated without sound business reason (e.g., Scheduling, Discipline, Pay, Expectations, Hiring)♦ Treating someone differently than someone similarly situated without being fair and valuing the individual (e.g., Socio-economics, Curriculum/Career Track Choice, Gender, Gender Expression, Ethnicity, Weight, Opportunity Gap, Accent, Inclusive Health Care, etc.)



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DIVERSITY

- ◆ Diversity means all the ways we are uniquely different. It includes the readily visible differences and the underlying differences that may be below the surface.
- ◆ Diversity is **Different Individuals Valuing Each other, Regardless of Skin, Intellect, Talents, or Years** (PHRC-PA Human Relations Commission).
- ◆ Diversity is "All the ways in which we are unique; and Diversity is the total sum of the person." – Deborah D. Vereen, CCDP/AP (THE VEREEN GROUP)

DIVERSITY MANAGEMENT

- ◆ Managing Diversity can be defined as a planned, systematic, and comprehensive managerial process for developing an organizational environment in which all employees, with their similarities and differences, can contribute to the strategic and competitive advantage of the organization, and where no one is excluded on the basis of factors unrelated to performance.

EFFECTIVE COMMUNICATION

- ◆ 5 Principles of Effective Communication
 1. Listen Effectively
 2. Respond Appropriately
 3. Read Body Language
 4. Ask Questions to Clarify
 5. Seek Common Ground
- ◆ Your 1st Role: Active Listener

EMPATHY

- ◆ Understanding what matters to others
- ◆ Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.
- ◆ The ability to understand and share the feelings of another.

EQUAL EMPLOYMENT OPPORTUNITY CLASSIFICATIONS (EEO/USA)

Also used in Census Data

- ◆ **American Indian / Native Indian / Alaska Native (Indigenous)**
 - All persons having origins in any of the original peoples of North, Central, South America & maintain tribal/community affiliations
- ◆ **Asian / Asian Indian / Indian American**
 - All persons having origins in any of the original peoples of the Far East, Southeast Asia
 - This area includes, for example: China, Japan, Korea, Vietnam, India
- ◆ **Black / African American**
 - All persons having origins in any of the original peoples of the Black racial groups
 - This area includes, for example: African American, African, South Africa, Jamaica, Caribbean, Haiti, West Indies
- ◆ **Hispanic / Latino**
 - All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish Culture or origin, regardless of race
- ◆ **Native Hawaiian / Other Pacific Islander**
 - All persons having origins in any of the original peoples of the Pacific Islands
 - This area includes, for example: Hawaii, Philippine Islands, Samoa



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- ♦ **White / Caucasian / Anglo**

- All persons having origins in any of the original peoples of Europe, North Africa, or in the Middle East

- ♦ **Two or More Races**

- All persons having a combination of origins in any of the above

EQUAL EMPLOYMENT OPPORTUNITY LAWS (Federal EEO)

- ♦ Equal Employment Opportunity – **The law** prohibits discrimination in all aspects of employment, including recruitment, selection, evaluation, promotion, training, compensation, discipline, retention, scheduling and working conditions.
- ♦ Federal EEO laws do not require an employer to extend preferential treatment to any person or group because of race, color, religion, sex, national origin, age, or handicapping condition.
- ♦ EEO merely demands that all persons receive the same opportunities for learning, hiring, training, promotion, etc. When those opportunities have not been available to all groups in the past because of discrimination, affirmative employment is required to overcome the effect of such bias.
- ♦ These laws protect individuals by prohibiting discrimination on the basis of:
 - Race ▪ Color ▪ National Origin ▪ Sex ▪ Religion ▪ Age ▪ Disability
 - Veteran Status ▪ Genetics ▪ Retaliation

EQUITABLE ACCESS & FULL PARTICIPATION

- ♦ **Equitable Access** means ensuring that people have access to the services and resources necessary to achieve their full health potential.
- ♦ **Full Participation** means that people with ID are fully and meaningfully included in health programs and services.

EQUITABLE INCLUSION

- ♦ Fairness, Impartiality: Access to the Same Opportunities; the Square becomes part of the Circle
- ♦ Equality in Value and Power: Each Individual has a Voice; Each Voice is Valued and Incorporated

EQUITY

- ♦ Fairness, Impartiality
- ♦ Access to the Same Opportunities
- ♦ The Square becomes part of the Circle

ETHNICITY

- ♦ A heterogeneous population distinguished by customs or characteristics, a unique language, ancestral, common history and or national origin.
- ♦ It is not the same as race.

GENDER AND SEX

- ♦ **Gender** refers to the socially constructed characteristics of women and men – such as norms, roles, and relationships of and between groups of women and men. It varies from society to society and can be changed. While most people are born either male or female, they are taught appropriate norms and behaviors – including how they should interact



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	<p>with others of the same or opposite sex within households, communities, and workplaces.</p> <ul style="list-style-type: none">♦ Some people experience a mismatch between their gender identity and their biological sex♦ Sex refers to the biological differences between males and females, such as the genitalia and genetic differences.
GENDER BINARY	<ul style="list-style-type: none">♦ A view of gender whereby people are categorized exclusively as either male or female, often basing gender on biological sex.♦ The gender binary, also referred to as gender binarism (sometimes shortened to just binarism), is the classification of sex and gender into two distinct, opposite, and disconnected forms of masculine and feminine. Gender binary is one general type of a gender system.♦ Sometimes in this binary model, "sex", "gender" and "sexuality" are assumed by default to align. For example, when a male is born, gender binarism assumes the male will be masculine in appearance, character traits, and behavior, including having a heterosexual attraction to females.
GENDER EXPRESSION	<ul style="list-style-type: none">♦ An individual's physical characteristics, behaviors and presentation that are linked traditionally to either masculinity or femininity, such as: appearance, dress, mannerisms, speech patterns & social interactions.
GENDER IDENTITY	<ul style="list-style-type: none">♦ How we identify ourselves in terms of our gender.♦ Person's sense of self as being either male or female. Gender identity does not always match biological sex; for example, a person may be born biologically male yet have a female gender identity.
GENERATIONS	<ul style="list-style-type: none">♦ All the people born at about the same time; sometimes called a Generational Cohort in demographics. Historians hold differing opinions regarding to what extent dividing history into generations is a useful analytical tool or an improper over-generalization.♦ "Cohort-group" can refer to all persons born in a limited span of consecutive years, whose length approximates the span of a phase of life given to be approximately 20 to 23 years, and whose boundaries are fixed by peer personality. Researchers are starting to shorten the span of years.♦ Peer personality generational persona is recognized and determined by common age location, common beliefs and behavior, major events, and perceived membership in a common generation.♦ WWII / Greatest Generation: 1922 - 1927♦ Silent / Traditionalists Generation: 1928 – 1945♦ Baby Boomer / Sandwich Generation: 1946 – 1964



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	<ul style="list-style-type: none">♦ Generation X / GenNext Generation: 1965 – 1980♦ Generation Y Generation : 1981 – 1996 (Millennials)♦ Generation Z Generation : 1997 – 2012♦ Alpha Generation: 2010/13 - 2025
GENETICS	<ul style="list-style-type: none">♦ Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.
GLOBAL MIND SET	<ul style="list-style-type: none">♦ "A set of attributes and competencies that help current and future global leaders work more effectively with individuals, groups and organizations unlike themselves."♦ "It's the ability to understand the similarities and differences among cultures and their reasons."♦ "The ability to avoid the simplicity of assuming all cultures are the same, and at the same time, not being paralyzed by the complexity of the differences."♦ "Being comfortable with being uncomfortable in uncomfortable environments."— Thunderbird School of Global Management
HISPANIC	<ul style="list-style-type: none">♦ Hispanic, since it is a government endorsed term, will likely be used by formal institutions, especially if they are connected with the government in some way.♦ This includes schools, non-profits, Congress, and political speeches.♦ Since writing style is standardized in the media; Hispanic is more likely to be seen in the news.
HISPANIC / LATINO	<ul style="list-style-type: none">♦ People who identify their origin as Hispanic, Latino, or Spanish may be of any race as Hispanic/Latino is an ethnicity, not a race♦ Persons of Mexican, Puerto Rican, Cuban, Dominican, Central or South American, or other Spanish or Portuguese culture of origin♦ Latino: When referring to gender neutral, identifying both men and women, use Latino.♦ Latina: When specifically referring to women, use Latina.
HUMILITY	<ul style="list-style-type: none">♦ Humility is not thinking less of yourself; but thinking of yourself less



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IMPLICIT BIAS

- ♦ The feeling or attitude that you have no special importance that makes you better than others.
- ♦ Implicit Bias occurs when someone consciously rejects stereotypes and supports anti-discrimination efforts but also holds negative associations in his/her mind unconsciously.
- ♦ Scientists have learned that we only have conscious access to 5 percent of our brains—much of the work our brain does occurs on the unconscious level.
- ♦ Thus, Implicit Bias does not mean that people are hiding their racial prejudices. They literally do not know they have them.
- ♦ More than 85 percent of all U.S. Americans consider themselves to be unprejudiced. Yet researchers have concluded that the majority of people in the United States hold some degree of Implicit Racial Bias.

INCLUSION

- ♦ The act of encouraging belonging
- ♦ Ensuring the Part is embraced in the Whole
- ♦ Taking Everything and Everyone into account
- ♦ Ensuring all Associates/Employees feel valued
- ♦ Is when it does not matter if you are different & each person has the same opportunities
- ♦ Creating an environment that encourages individuals to be themselves, however unique, so they can thrive.
- ♦ If a person is not distracted/stressed about having to be like someone or something else, they will be focused and productive enabling engagement & best performance

INCLUSIVE HEALTH CARE

- ♦ Two foundational principles of Inclusive Health:
 1. Equitable Access
 2. Full Participation
 - ♦ Four Strategies:
 1. Welcoming Places
 2. Communication
 3. Awareness and Training
 4. Sustainable and Intentional Inclusion
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INNER CITY

- ♦ The inner city is the central area of a major city or metropolis. Inner city areas tend to have higher population densities than outer suburbs, with more of the population living inside multi-floored townhouses and apartment buildings.

INSTITUTIONAL RACISM

- ♦ Formal institutions or governing bodies that have power socially, culturally, politically in a society. Policies, procedures, legislation, and practices of institutions that have a disproportionate negative effect on racial minorities' access to goods, services, opportunities.
- ♦ Institutional racism is a pattern of social institutions — such as governmental organizations, schools, banks, and courts of law — giving negative treatment to a group of people based on their race. Institutional racism leads to inequality; sociologists use the concept to explain why some people face unequal treatment or occupy unequal statuses. One historic example of institutional racism is the barring of African-American students from attending certain public schools, which limited the students' educational opportunities and helped prevent them from achieving a status equal to that of others. Institutional racism need not involve intentional racial discrimination. For example, individual judges might intend to impose similar sentences for similar crimes; yet if Caucasian people tend to receive lighter punishments, plausibly institutional racism occurs.
- ♦ When someone is treated unfairly because of their race) that has become part of the normal behavior of people within an institution. For example, the police faced allegations of institutional racism after a black suspect was beaten by four white police officers. Was this a one-time event or a pattern of behavior?
- ♦ Individual racism can lead to institutional racism. This is because institutional racism was started by one person then it led to institutional racism. For instance, one of the owners of the company might refuse to hire people of a certain community in his or her company.

INTENT VS. IMPACT

- ♦ This refers to problematic situations that often happen when people from different cultures communicate without being culturally competent.
- ♦ The “Intent” is meant to be positive; however, the “Impact” is perceived as negative. (i.e. Unintended Consequences)
- ♦ When an organization's internal demonstrated behaviors do not mirror the external messaging and expectations impacting their Brand Identity & Trust

INTERSECTIONALITY

- ♦ An analytic framework which attempts to identify how interlocking systems of power impact those who are most marginalized in society. Intersectionality considers that the various forms of what it sees as social stratification, such as class, race, sexual orientation, age, disability, and gender, do not exist separately from each other but are complexly interwoven. While the theory began as an exploration of the oppression of women of color within society, today the analysis is potentially applied to all categories (including statuses usually seen as dominant when seen as standalone statuses).
- ♦ The idea that racism, sexism, transphobia, etc. are connected and can't be abolished individually. To combat different types of oppression, Intersectionality states that we should all fight against it equally.



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	<ul style="list-style-type: none">♦ The complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or intersect especially in the experiences of marginalized individuals or groups.
KINDNESS	<ul style="list-style-type: none">♦ Kindness is a behavior marked by ethical characteristics, a pleasant disposition, and concern and consideration for others. It is considered a virtue and is recognized as a value in many cultures and religions.♦ The quality of being Friendly, Generous, and Considerate.
LATINO	<ul style="list-style-type: none">♦ Since it is not a government term, Latino will often be used by grassroots organizations, heritage groups and other community-based initiatives.♦ Sometimes it is used to create a more community-oriented environment.♦ Newspapers serving in an area with a high Latino population often start to use Latino.
LATINX	<ul style="list-style-type: none">♦ Latinx is a gender-neutral term for a group identity used to describe individuals in the United States who have Latin American roots. Other names for this social category include Hispanic, Latino, Latina.♦ For those who are non-binary, the term Latinx helps them feel seen. It gives them a way to define their ethnicity and their heritage, and to embrace their rich culture without sacrificing their gender identity, or even having to address their gender identity. They are not male or female; they are simply Latinx.♦ The most common way to pronounce Latinx is the same way you would Spanish-derived Latina or Latino but pronouncing the "x" as the name of the English letter X. So, you get something like \luh-TEE-neks\.
LGBT	<ul style="list-style-type: none">♦ An umbrella Acronym referring collectively to people who identify as Lesbian, Gay, Bisexual, and/or Transgender.
LGBTQIA	<ul style="list-style-type: none">♦ LGBTQIA stands for Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex and Allies♦ The emerging rubric is "L.G.B.T.Q.I.A.," which stands for different things, depending on whom you ask.♦ "Q" can mean "questioning" or "queer," an umbrella term itself, formerly derogatory before it was appropriated by gay activists in the 1990s.♦ "I" is for "intersex," someone whose anatomy is not exclusively male or female.♦ "A" stands for "ally" (a friend of the cause) or "asexual," characterized by the absence of sexual attraction.♦ http://www.nytimes.com/2013/01/10/fashion/generation-lgbtqia.html
MAJORITY MINORITY	<ul style="list-style-type: none">♦ Used when one or more racial and/or ethnic minorities (relative to the whole country's population) make up a majority of the population



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	<ul style="list-style-type: none">♦ Refers to all Federal EEO Racial & Ethnic classifications except White/Caucasian, non-Hispanic when one of these demographics is no longer in the minority♦ ✓African American/Black ✓Native American/Alaskan(Indigenous) ✓Asian/Asian Indian ✓Hawaiian/Pacific Islander ✓Hispanic/Latino ✓Two or more Races
MANAGING A DIVERSE WORKFORCE / STUDENT BODY/PATIENTS	<ul style="list-style-type: none">♦ Understanding, Valuing, and Maximizing the various attributes of all Employees/Students/Patients♦ Not trying to force anyone to be Like You♦ Fostering an Environment of Inclusion♦ Ensuring there is Equity and Parity in Communication, Approach, Processes, etc.
MICRO-AGGRESSIONS	<ul style="list-style-type: none">♦ A micro-aggression is a subtle, often unintentional, form of prejudice. Rather than an overt declaration of racism or sexism, a microaggression often takes the shape of an offhand comment, an inadvertently painful joke, or a pointed insult.♦ When people belittle someone on the basis of stereotypes.♦ New word for old style societal or "structural" racism♦ The peppering of small, off-hand comments that, without malicious intent, prompt uncomfortable feelings of racism and discrimination.♦ Micro-aggressions are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership.♦ In many cases, these hidden messages may invalidate the group identity or experiential reality of target persons, demean them on a personal or group level, communicate they are lesser human beings, suggest they do not belong with the majority group, threaten, and intimidate, or relegate them to inferior status and treatment.
MIGRANT	<ul style="list-style-type: none">♦ A person who moves from one place to another, especially in order to find work or better living conditions.
MINORITY	<ul style="list-style-type: none">♦ All Federal EEO classifications except White/Caucasian, non-Hispanic♦ A racial, religious, or political group that differs from the larger controlling group.
MULTICULTURAL	<ul style="list-style-type: none">♦ A Person who is multicultural has the ability to function effectively and appropriately and can select appropriate behaviors, values, and attitudes of other cultures.
MULTICULTURISM	<ul style="list-style-type: none">♦ A situation in which all the different cultural, religious, or racial groups in a society have equal rights and opportunities, and none is ignored or regarded as unimportant.♦ Is the co-existence of diverse cultures, where culture includes racial, religious, or cultural groups.♦ The view that the various cultures in a society merit equal respect and scholarly interest. It became a significant force in American society in the



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	<p>1970s and 1980s as African Americans, Latinos, and other ethnic groups explored their own history.</p> <ul style="list-style-type: none">♦ Is the co-existence of diverse cultures, where culture includes racial, religious, or cultural groups
NATIONALITY	<ul style="list-style-type: none">♦ The status of belonging to a particular nation by birth, origin, or naturalization.
NON-BINARY	<ul style="list-style-type: none">♦ When someone identifies as non-binary (which for the record, isn't called "gender non-binary"), that means that their gender expression is outside traditional expectations of masculinity and femininity. While many, if not most, cisgender and transgender men and women have gender expressions that are frequently masculine or feminine, many non-binary or gender non-conforming people live in the space between (or beyond) these ideas, and often use they/them pronouns instead of the gender-specific he/him or she/her.
OPPORTUNITY-GAP STUDENT (Underserved Student)	<ul style="list-style-type: none">♦ Students who have not had the same opportunities as other students entering a course of study and may need special arrangements or additional assistance to prepare them for study; disadvantages may be due to physical or emotional problems or deficiencies caused by inequities in social conditions/social construct.♦ <i>"Systemically Marginalized"</i>
PARITY	<ul style="list-style-type: none">♦ Equality in Value and Power<ul style="list-style-type: none">○ Each Individual has a Voice♦ Each Voice is Valued and Incorporated
PERSON OF COLOR	<ul style="list-style-type: none">♦ Usually used in place of the word "Minority" when referencing populations.♦ Refers to all Federal EEO classifications except White/Caucasian, non-Hispanic<ul style="list-style-type: none">✓ African American/Black ✓ American Indian/Alaskan (Indigenous)✓ Asian/Asian Indian ✓ Hawaiian/Pacific Islander ✓ Hispanic/Latino✓ Two or more Races
POVERTY	<ul style="list-style-type: none">♦ Poverty is general scarcity or dearth, or the state of one who lacks a certain amount of material possessions or money. Absolute poverty or destitution refers to the deprivation of basic human needs, which commonly includes food, water, sanitation, clothing, shelter, health care and education.♦ A state or condition in which a person or community lacks the financial resources and essentials to enjoy a minimum standard of life and well-being that's considered acceptable in society. Poverty status in the United States is assigned to people that do not meet a certain threshold level set by the Department of Health and Human Services.
PREJUDICE	<ul style="list-style-type: none">♦ A preconceived judgment or opinion, usually unfavorable, which is made before the relevant facts are known (prejudgment).♦ It is also defined as an irrational suspicion, intolerance, or hatred of others



GLOSSARY OF KEY DIVERSE TERMS

PRIVILEGE (SOCIAL-STRUCTURAL POWER)

- ♦ Forms of access to resources that result from legal or social norms having to do with membership in a group, without any particular action, inaction, or even awareness on the part of the people who have that access or the existence of the disparity, the potential benefits to them, or the costs to others. ~Miki Kashtan
- ♦ Privilege is when You think something is not a problem because it's not a problem to You, Personally. ~David Gaider

RACE (United States)

- ✚ Race (Black, White) is what society sees you as, ethnicity is what you culturally and/or blood relation-ly identify as, and nationality is where your passport says you're from.
 - ✚ The OMB (Office of Management & Budget) standards explain that the specified race and ethnicity categories are socio-political constructs and **should not** be interpreted as being scientific or anthropological in nature. – January 26, 2018
 - ♦ The racial categories included in the census questionnaire generally reflect a social definition of race recognized in this country and not an attempt to define race biologically, anthropologically, or genetically. In addition, it is recognized that the categories of the race item include racial and national origin or sociocultural groups.
 - ♦ People may choose to report more than one race to indicate their racial mixture, such as "American Indian" and "White." People who identify their origin as Hispanic, Latino, or Spanish may be of any race.
 - ♦ A race is a grouping of humans based on shared physical or social qualities into categories generally viewed as distinct by U.S. society. First used to refer to speakers of a common language and then to denote national affiliations; by the 17th century the term race began to refer to physical (phenotypical) traits.
- <https://www.census.gov/topics/population/race/about.html>

RACIAL JUSTICE

- ♦ Racial justice is a proactive reinforcement of policies, practices, attitudes, and actions that produce equitable power, access, opportunities, treatment, impacts, and outcomes for all.

RACISM

- ♦ The practice of racial discrimination, segregation, prejudice, bias, bigotry, stereotype.
- ♦ A set of incorrect assumptions, opinions and acts resulting from the belief that one race is inherently/genetically superior to another.
- ♦ It occurs when people are not treated fairly because of their cultural or ethnic differences and/or the color of their skin
- ♦ Racism is the system that allows the racial group that is already in power to retain power.

RACIST versus BIGOT

- ♦ **Racist:** A person who believes in racism, the doctrine that one's own racial group is superior or that a particular racial group is inferior to the others.



GLOSSARY OF KEY DIVERSE TERMS

	<ul style="list-style-type: none">♦ Racist: A person who shows or feels discrimination or prejudice against people of other races, or who believes that a particular race is superior to another.♦ Bigot: A person who is narrowly, obstinately, or intolerantly devoted to his or her own opinions and prejudices.♦ Bigot: A person who has strong, unreasonable beliefs and who does not like other people who have different beliefs or a different way of life.♦ Key difference: The main difference between racist and bigot is the fact that a racist discriminates on the basis of race, whereas a bigot discriminates on the basis of their personal opinion, which can include race, gender, religion, or beliefs.
REFUGEE	<ul style="list-style-type: none">♦ A person who has been forced to leave their country in order to escape war, persecution, or natural disaster
RELIGION	<ul style="list-style-type: none">♦ Strong belief in a supernatural power or powers that control human destiny, often involving a code of ethics♦ Sincerely held belief and practice of a recognized Religion♦ Sample Recognized Religions: Baha'i, Buddhist, Christian, Christian-Coptic and Eastern Orthodox, Christian-Mormon, Hindu, Indigenous Peoples, Islam, Islam Ismaili, Jain, Jewish, Shinto, Sikh, Wicca, Zoroastrian
RESPECT	<ul style="list-style-type: none">♦ To treat with consideration, value, regard.♦ To be kind; show courtesy♦ To value the individual♦ Respecting the individual needs, talents, and differences of those in our community♦ Disagreeing without Disrespect
ROLE MODEL FOR DIVERSITY & INCLUSION	<ul style="list-style-type: none">♦ Champions are, by definition, Role Models. Role Models address exclusionary behaviors when they arise.♦ Diversity Champions are able to have candid conversations about difficult issues without resorting to blame. They are willing to coach their colleagues about Diversity and point out inappropriate remarks or actions if and when they surface.♦ Taking Diversity seriously requires speaking out on behalf of groups other than your own to foster an Environment of Inclusion
RURAL	<ul style="list-style-type: none">♦ In general, a rural area is a geographic area that is located outside cities and towns.♦ Rustic, farm, agricultural, ranch, pastoral
SERVANT LEADERSHIP	<ul style="list-style-type: none">♦ An approach to leadership development that emphasizes the leader's role as Steward of the resources (human, financial and otherwise) provided by the organization.



GLOSSARY OF KEY DIVERSE TERMS

SERVANT LEADERSHIP *(Cont'd)*

- ♦ It encourages leaders to serve others while staying focused on achieving results in line with the organization's values and integrity.
- ♦ It differs from other leadership approaches by eschewing the common top-down hierarchical style, and instead emphasizing collaboration, trust, empathy, and the ethical use of power.
- ♦ At heart, the individual is a servant first, making the conscious decision to lead; his/her drive is lead because he/she wants to serve better, not because he/she desires increased power.
- ♦ The objective is to enhance the growth of individuals in the organization and increase teamwork and personal involvement.
- ♦ **The Best Test Is:**
 - Do those served, grow as persons?
 - Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants?
 - And what is the effect on the least privileged in society; will they benefit, or, at least, not be further deprived?
- ♦ Ten Characteristics of being a Servant Leader (Demonstrated Behaviors):
 - ✓ Active Listening ✓ Empathy ✓ Healing (Solution Based)
 - ✓ Awareness ✓ Influence ✓ Conceptualization ✓ Foresight
 - ✓ Stewardship ✓ Commitment to the Growth of People ✓ Building Community

SEXISM

- ♦ The belief, attitude, or behavior that one sex is inherently superior to, more competent than, or more valuable than the other.
- ♦ Discrimination or devaluation based on a person's sex, as in restricted job opportunities; especially such discrimination directed against women.

SEXUAL ORIENTATION

- ♦ Sexual orientation is our attraction to someone else of the same or different gender or both. It refers to the kinds of relationships that you have with others.
- ♦ The preferred term used when referring to an individual's physical and/or emotional attraction to the same and/or opposite gender.
- ♦ The inner feelings of who we are attracted or oriented to emotionally and sexually.
- ♦ Sexual orientation is not the same as a person's gender identity

SOCIAL JUSTICE

- ♦ Fair treatment of all people in a society, including respect for the rights of minorities and equitable distribution of resources among members of a community.

SOCIO-ECONOMICS

- ♦ Relating to or concerned with the interaction of social and economic factors



GLOSSARY OF KEY DIVERSE TERMS

	<ul style="list-style-type: none">♦ Socioeconomic status (SES) is an economic and sociological combined total measure of a person's work experience and of an individual's or family's economic and social position in relation to others, based on income, education, and occupation.
SOGIE	<ul style="list-style-type: none">♦ SOGIE (Sexual Orientation, Gender Identity and Expression)
STEREOTYPE	<ul style="list-style-type: none">♦ Forming a belief about an entire group based on limited experience with individual members of that group.♦ Ascribe characteristics / perceptions to an entire group based on a small representation
STRUCTURAL RACISM	<ul style="list-style-type: none">♦ Structural racism refers to the ongoing, historical, and long-term reproduction of the racialized structure of our society through a combination of all forms of racism. Structural racism manifests in widespread racial segregation and stratification on the basis of education, income, and wealth, the recurrent displacement of Persons of Color from neighborhoods that go through processes of gentrification, and the overwhelming burden of environmental pollution borne by People of Color given its proximity to their communities. Structural racism results in large-scale, society-wide inequalities on the basis of race.
SYSTEMIC RACISM	<ul style="list-style-type: none">♦ Many sociologists describe racism in the U.S. as "systemic" because the country was founded on racist beliefs that created racist policies and practices, and because that legacy lives today in the racism that courses throughout the entirety of our social system. This means that racism was built into the very foundation of our society, and because of this, it has influenced the development of social institutions, laws, policies, beliefs, media representations, and behaviors and interactions, among many other things. By this definition, the system itself is racist, so effectively addressing racism requires a system-wide approach that leaves nothing unexamined. ~Cole, Nicki Lisa, Ph.D. "Defining Racism Beyond its Dictionary Meaning." <p>" ThoughtCo, Feb. 11, 2020, thoughtco.com/racism-definition-3026511.</p>
SUBURB	<ul style="list-style-type: none">♦ District, town, etc. on the outskirts of a city



GLOSSARY OF KEY DIVERSE TERMS

	<ul style="list-style-type: none">♦ A residential area or a mixed-use area, either existing as part of a city or urban area, or as a separate residential community within commuting distance of a city
TEAMWORK	<ul style="list-style-type: none">♦ The ability to work together toward a common vision.♦ The ability to direct individual accomplishment toward organizational objectives.♦ The fuel that allows common people to attain uncommon results.♦ TEAM: Together Everyone Achieves More
TRANSGENDER	<ul style="list-style-type: none">♦ An umbrella term referring to a person whose gender identity or gender presentation falls outside of stereotypical gender norms.♦ An identity of a person whose gender identity is not aligned with their sex assigned at birth and/or whose gender expression is non-conforming.♦ Person whose gender identity or gender expression is not the same as his/her biological sex. A person born female who sees themselves as partly to fully masculine; a person born male who see themselves as partly to fully feminine.♦ Transgender people can be heterosexual/straight, bisexual, homosexual/gay/lesbian.
TRANSITIONING	<ul style="list-style-type: none">♦ The process through which a person modifies his/her physical characteristics and/or manner of expression to satisfy the standards for membership in a gender other than the one he/she was assigned at birth.♦ Some people transition simply by living as a member of the other gender, while others undergo medical treatment to alter their physical characteristics.
TRAUMA- INFORMED CARE APPROACH	<ul style="list-style-type: none">♦ A trauma-informed approach reflects adherence to six key principles rather than a prescribed set of practices or procedures. These principles may be generalizable across multiple types of settings, although terminology and application may be setting- or sector -specific:<ol style="list-style-type: none">1. Safety2. Trustworthiness and Transparency3. Peer support4. Collaboration and mutuality5. Empowerment, voice, and choice6. Cultural, Historical, and Gender Issues”
UNCONSCIOUS BIAS	<ul style="list-style-type: none">♦ Bias is the process by which the brain uses “mental associations that are so well established as to operate without awareness, or without intention, or without control.”



GLOSSARY OF KEY DIVERSE TERMS

	<ul style="list-style-type: none">♦ On a daily basis we operate with <u>unconscious bias</u> impacting our interactions and the decisions we make.
URBAN	<ul style="list-style-type: none">♦ The Census Bureau's urban areas represent densely developed territory, and encompass residential, commercial, and other non-residential urban land uses.♦ An urban area is a location characterized by high human population density and vast human-built features in comparison to the areas surrounding it. Urban areas may be cities or towns
VALUING DIVERSITY	<ul style="list-style-type: none">♦ Making use of Diversity – Encourage, Support, Leverage♦ Building on Everyone's Strengths♦ Recognizing Diversity as an advantage in a Competitive Environment♦ The focus is on recognizing the uniqueness of everyone, valuing what each brings to the table and fostering an environment that respects and promotes those differences.♦ Valuing, managing or Leveraging Diversity is a Voluntary Process undertaken by organizations to maximize their potential.♦ Enforcement comes from internal advocates as well as stakeholders-students, parents, community partners, suppliers, and/or investors who demand improvement.
WORKFORCE DIVERSITY	<ul style="list-style-type: none">♦ Increasing the Internal Workforce (including leadership) Diverse Representation (race, ethnicity, gender, age, capability, sexual orientation)♦ Total Workforce vs. Management vs. Salaried or Hourly, etc.♦ Cross-functional Synergy♦ Metrics / Accountability / Governance
WORKPLACE DIVERSITY	<ul style="list-style-type: none">♦ Engagement of Leadership / Stakeholders♦ Engagement of Employees / Students♦ Awareness / Education / Receptiveness / Valuing♦ Strategic Diversity, Equity, Inclusion Initiatives♦ Events / Programs / Initiatives (internal and/or external)
WORLD VIEW	<ul style="list-style-type: none">♦ A worldview is a set of beliefs and assumptions that a person uses when interpreting the world around her or him.♦ A person's world view is shaped by what they have or have not been exposed to and/ or experienced.

Additional Terms and Definitions

The definitions below are based on the work of [Miki Kashtan](#).

"I think of myself as constantly destabilizing the conversational infrastructure that sustains the status quo."

Miki Kashtan

Capitalism

An economic and political system in which a country's trade and industry are controlled by private owners for profit, rather than by the state. (Source: online dictionary)

Outnumbered

Intended to be used instead of the terms 'minorities' and 'under-represented'.

Patriarchal conditioning

Any society that has experienced the patriarchal turn results in socialization that conditions everyone, regardless of their biology, to participate in patriarchy's core mechanisms: control, obedience, shame, either/or categories, right/wrong thinking, "deserve" thinking, and more.

Patriarchy

Patriarchy is not about men, nor is it, primarily, about gender. More than anything else, it is a fundamental orientation to being and living that is at odds with and aims to control life.

- Patriarchy emerges from scarcity, functions in separation, and results in powerlessness. Within this, scarcity is loss of flow, separation is loss of togetherness, and powerlessness is loss of choice.
- Miki notes that she sees patriarchy as the historical root of all systems of domination and oppression that have emerged in human societies.

Privilege (social-structural power)

Forms of access to resources that result from legal or social norms having to do with membership in a group, without any particular action, inaction, or even awareness on the part of the people who have that access of the existence of the disparity, the potential benefits to them, or the costs to others.

Relational power

Access to resources that one person has which emerges from other people's respect, willingness to entrust, or cultural deference to that person.

Structural power

Access to resources which gives someone the capacity to restrict others' access to resources; to limit others' options; and to create and deliver consequences for others' actions. This capacity is non-reciprocal.

- Miki notes that she distinguishes structural power, which is specific to role and type of relationship (e.g. boss and employee; doctor and patient; landlord and tenant) from privilege, although both are structural.

Sources:

<https://thefearlessheart.org/why-patriarchy-is-not-about-men/>

<https://thefearlessheart.org/liberation-for-all-how-we-can-talk-differently-about-power-and-privilege/>

<https://medium.com/@MikiKashtan/grappling-with-our-own-power-abfbf37b5b5f>



*Together **Everyone Achieves More!***

*Today **and** Tomorrow*