



Mandatory Equality, Good Relations & Human Rights Training

Caroline McMenamin - Planning & Equality Team



INVESTORS
IN PEOPLE

Silver
Until 2022



Working together



Excellence



Openness & Honesty



Compassion

OUTCOMES



How you can Make a Difference

- As an **employee**
- As someone who **delivers a service**



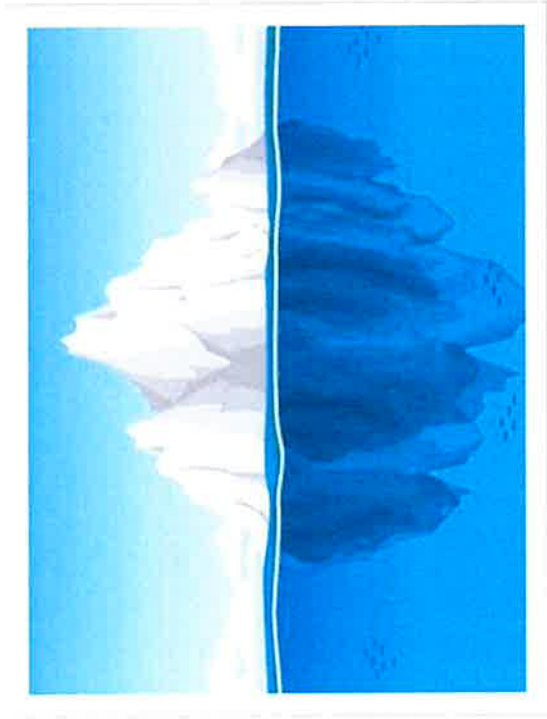
Understanding your Role & Responsibilities

- In line with **Equality** and **Human Rights** law.



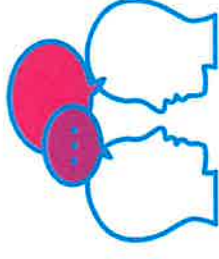
Awareness of Acceptable Behaviour

- Treating everyone with **respect & dignity**
- In line with **HSC values**

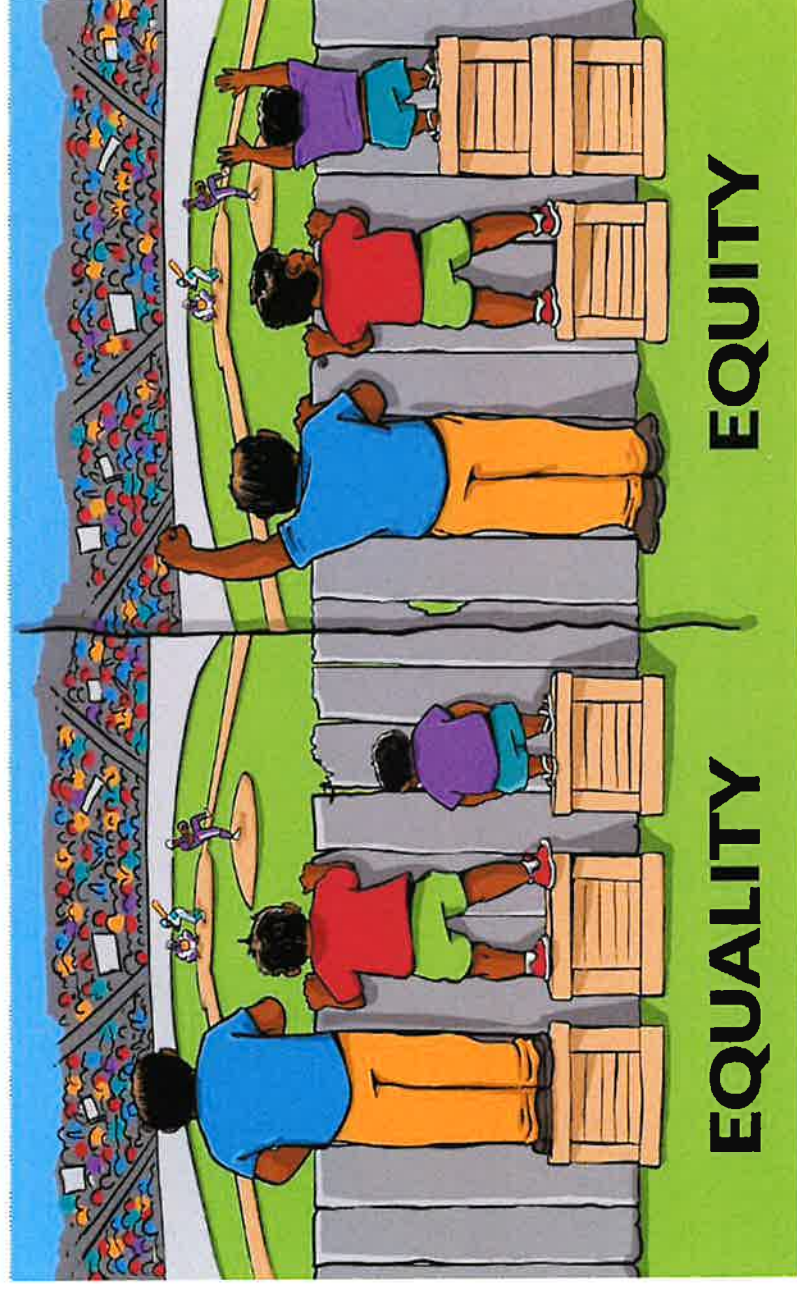


What is Equality?

One word / A sentence



Which picture represents Equality for you?



Always remember!

“There are some fundamental principles.....All humans are entitled to equal respect...Treating everybody as if they are equal is neither the meaning nor the measure of equality”

Equality Commission NI



The Law



Anti-Discrimination Law

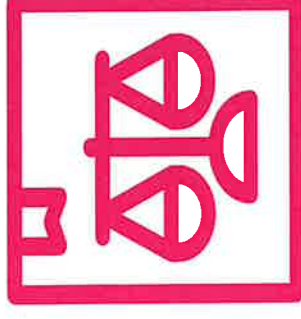


Section 75 Public Sector Duties



Human Rights Act 1998

The Law



Equality

- No Discrimination
- Make Reasonable Adjustments
- Regard for Equality of Opportunity for 9 protected groups
- Promote Positive Attitudes & Public Participation re disabled people
- Equality Screening

"Good Relations"

- No Sectarianism or Racism
- Welcoming and Shared Spaces
- A Harmonious Working Environment
- Good Relations Statement

Human Rights

Fairness
Respect
Equality
Dignity
Autonomy



Equality Law in Practice



- Debenhams treats job applicant less favourably because of their gender.
- Jokes made about a Polish employee who was often not included by colleagues and his complaints were not dealt with by management.
- Trust staff apply a blanket 'DNA' policy in respect of a patient who fails to attend a clinic for disability related reasons.
- Company asks customer to leave premises based on assumptions linked to the colour of his skin.



Equality Law in Practice



- Employer advises job applicant he was looking for someone younger who he could train.
- British Telecom failed to make enough changes to their recruitment process for a Graduate with Asperger's Syndrome when he applied to be part of their design and engineering programme.
- A teacher is overlooked for the post of temporary Head of English because she was working reduced hours for childcare reasons.
- Reasonable adjustments were not made for a man with Cerebral Palsy and he was told not to “play the disability card.”



Unconscious Bias

https://www.youtube.com/watch?v=6_ylevcJCPC



Remember!

Unconscious Bias & Discriminatory behaviour can often begin with **negative stereotypes** or prejudice!



Scenarios

How we all can 'Make a Difference'



1. Eva has an appointment



2. Noah is anxious about bathing



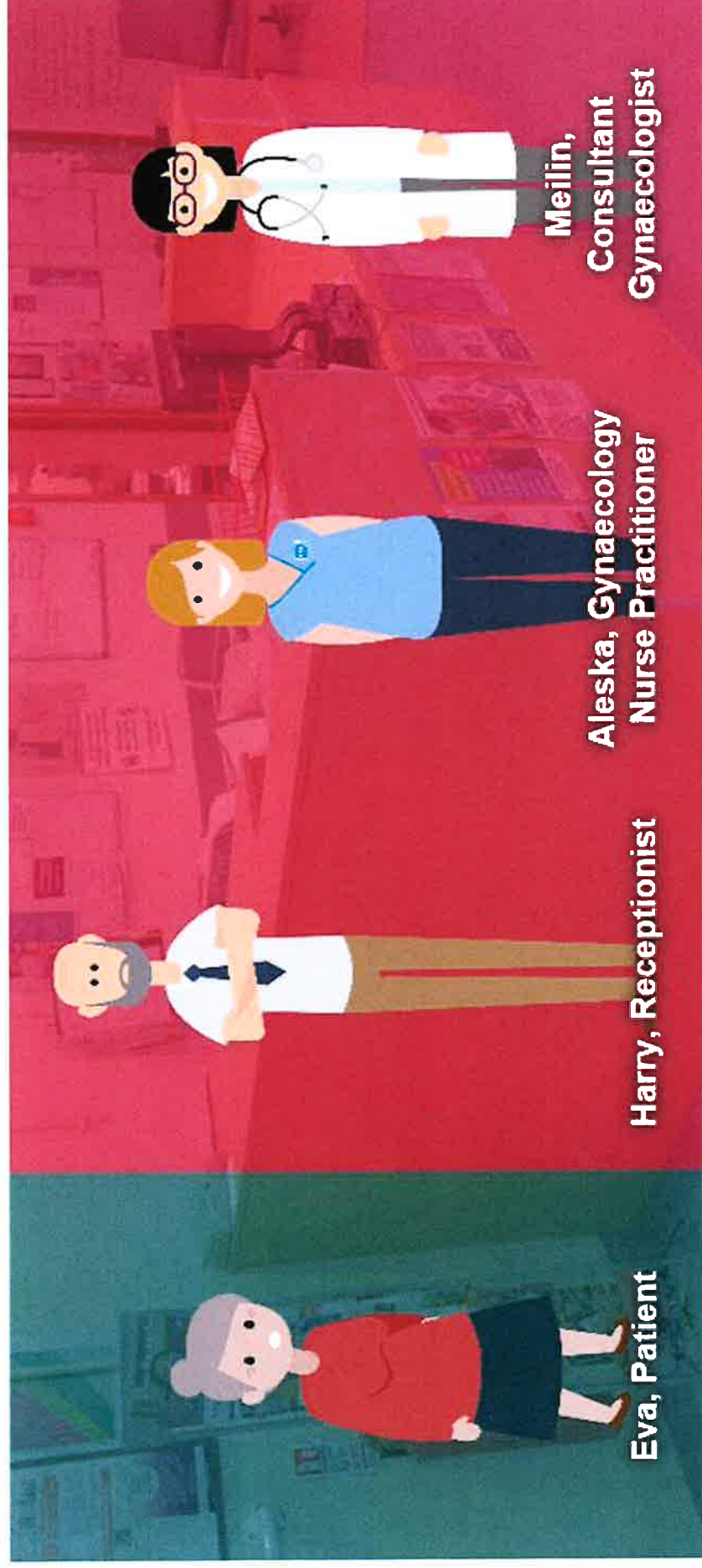
3. Mohammed is new to the team



4. John has an announcement



Scenario 1: Meet Eva and the Team working in a busy Outpatient's Clinic





Eva receives letter from Hospital asking her to phone to arrange an appointment.

As Eva is hard of hearing, she asks her son to make the call.

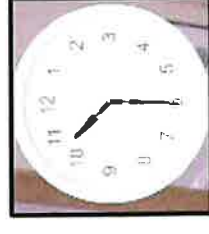


Two weeks later Eva arrives for her appointment at the busy Outpatients Department at 9.45am.

Eva tells Harry at Reception that she is hard of hearing. Harry points to a seating area and asks Eva to wait.

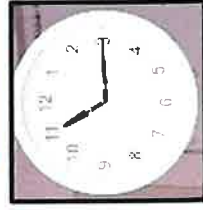


- Right on time Eva is called for her appointment by Aleska, the Nurse but Eva does not see or hear the call.
- Aleska calls again several times but again Eva does not respond.
- Aleska places Eva's file on the 'DNA' batch

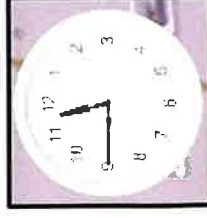


Eva approaches Harry at Reception to enquire about the delay

Harry is busy and is used to clinics running a little behind schedule. He doesn't check Clinic list but tells Eva that she'll not have to wait much longer.



- Eva watches other patients come and go and finally approaches Nurse to enquire about the delay.
- Alaska is busy and the clinic is running late. She interrupts Eva, apologises for the delay and arranges for her to be seen next.



- Eva has her appointment at 11.45am – two hours after her scheduled appointment time.
- The Gynaecologist is very nice but she talks to Eva from behind a screen so Eva misses a lot of what she says.

Emergency
Room



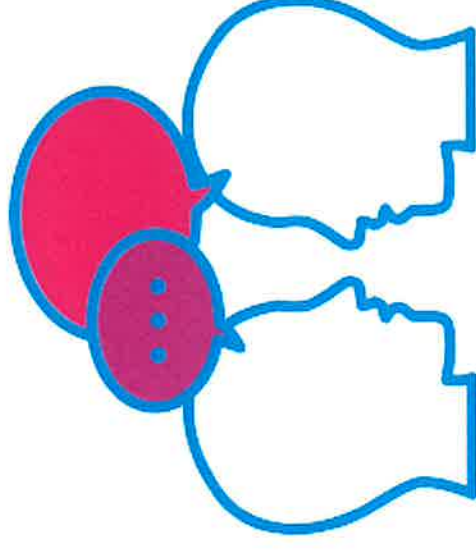
Oh my goodness.
I will never go through
that again!



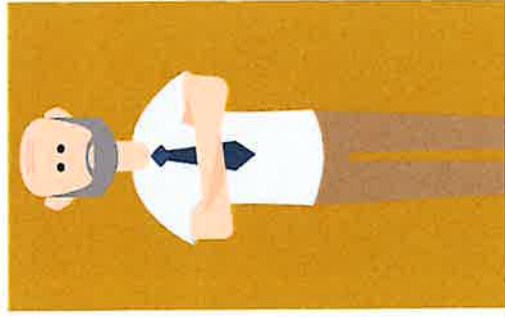
Eva vows that after that experience she will not go back for future appointments!

Did Eva experience discrimination?

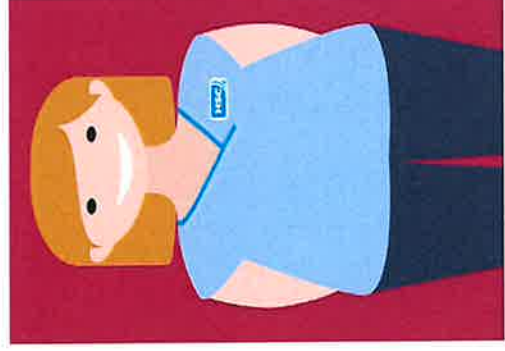
Yes / No



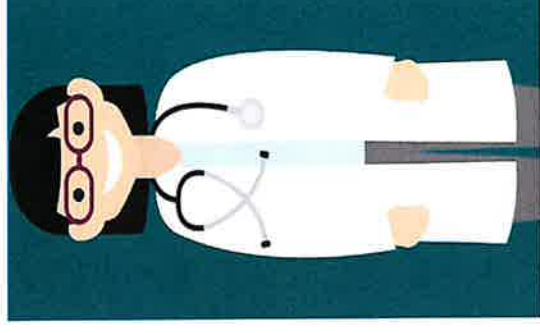
What could staff have done differently?



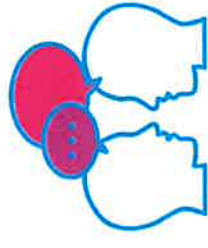
Harry



Aleska



Meilin



REMEMBER!

Accessibility



To make our services and workplace accessible we have a legal duty to anticipate barriers & make reasonable adjustments



Make sure your solutions take account respect and dignity



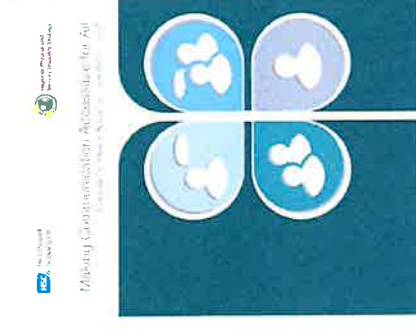
Don't wait until things go wrong.



Involve Staff & Service Users in designing accessible services



When making adjustments make sure they work.



Scenario 2 : Meet Noah and Rosemary



Noah is 34, has learning disabilities and lives in supported accommodation

Rosemary is a new care worker employed by an Independent Provider

Rosemary, has been told by her manager that she must help Noah to take a bath - for health and safety reasons - as he has slipped in the past.

However, Rosemary notices that Noah becomes very anxious when she suggests helping him.

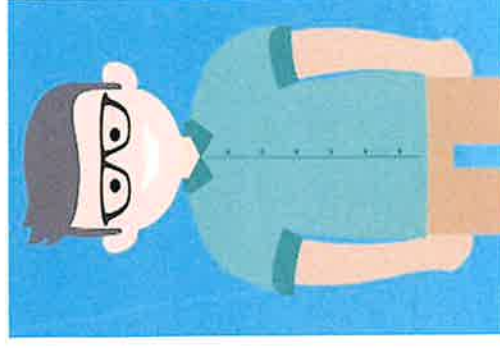




Who should Rosemary talk to for advice?

What can Rosemary practically do to help Noah bathe whilst also maintaining his dignity?

Via MS Chat....



F.R.E.D.A.

NHS

▪ A human rights-based approach to clinical practice

- **F**airness
- **R**espect
- **E**quality
- **D**ignity
- **A**utonomy



REMEMBER! Human Rights & Healthcare



Put Human Rights at the heart of everything you do



Use FREDA principles to guide everything you do



Applies to contracted out service providers



Fairness	Right to fair trial	Ensuring that there is a robust and fair process for dealing with concerns about the professional conduct or performance of a healthcare professional.
Respect	Right to respect for family and private life, home and correspondence	Respecting all diverse families, e.g. same-sex couples with children. Avoid denying those detained or in residential care access to family without good reason.
Equality	Right not to be discriminated against in the enjoyment of other human rights	Commitment to improving mental health services for people from black and minority ethnic groups. Ensuring that people are not denied treatment solely on the basis of their age.
Dignity	Right not to be tortured or treated in an inhuman or degrading way	Ensuring that there are sufficient staff to promptly change wet sheets to reduce the risk of people suffering degrading treatment.
Autonomy	Right to respect for private life	Involving people in decisions made about their treatment and care.

Examples of FREDA in Healthcare

Taking it Further....



Putting a 'Do Not Resuscitate' Notice on a patient's file without having a discussion with the patient or their family

Publicly mocking a colleague because they are gay

Excessively using incontinence pads for patients at night due to staff shortages



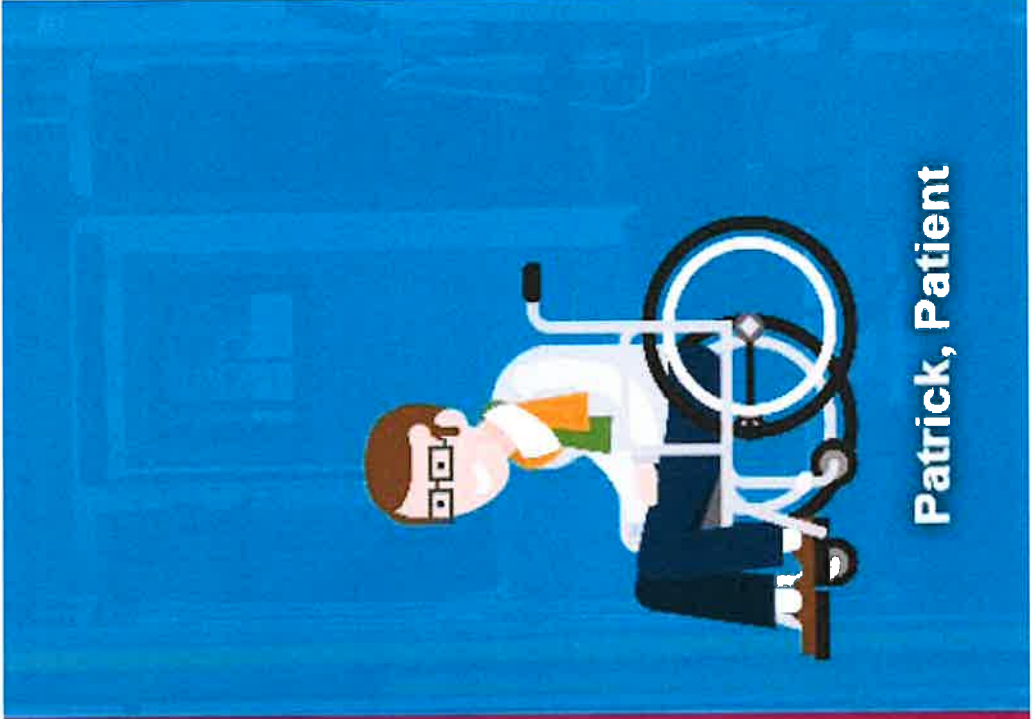
Scenario 3: Meet Sammy, Mohammad and Patrick



Sammy, Ambulance Care Attendant



Mohammed, Ambulance Care Attendant



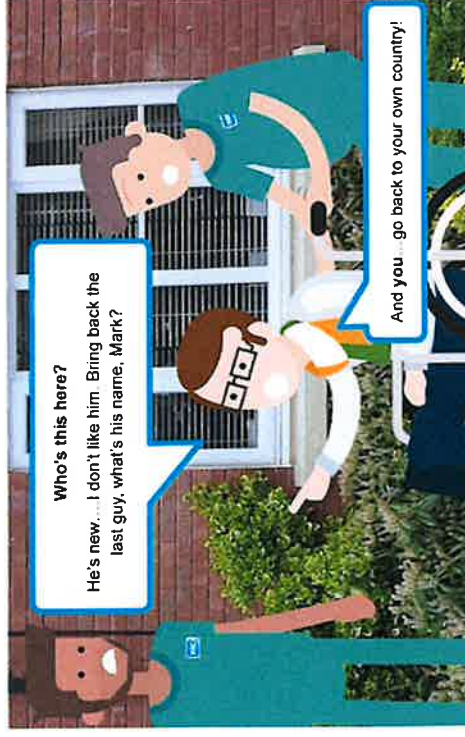
Patrick, Patient

Scenario 3 : Mohammad

Sammy & Mohammad arrive at Patrick's house to take him to hospital for his appointment



Patrick, who has never met Mohammad before becomes agitated



What should Sammy do?

Via MS chat

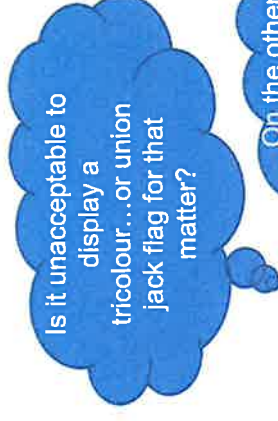
Options



1. **Explain** to Patrick that he and Mohammed will be working together to transport him and that such comments are unacceptable.
2. **Reassure** Patrick that he alone will be helping him.
3. **Not react** to Patrick's comments and continue working as normal.

Scenario 3 : Mohammad

Sammy and Mohammad arrive at the clinic with Patrick.
Sammy is approached by a very disgruntled service user who is also attending the clinic.

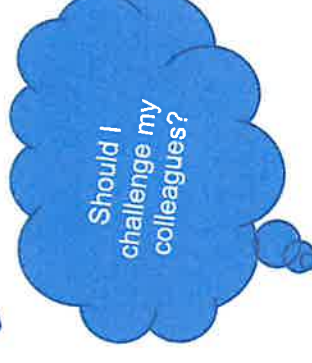
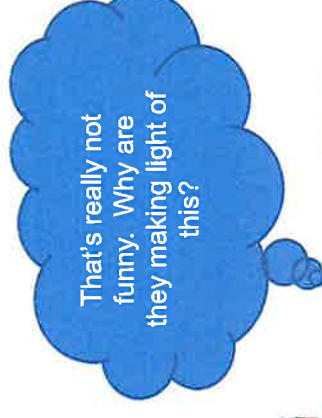
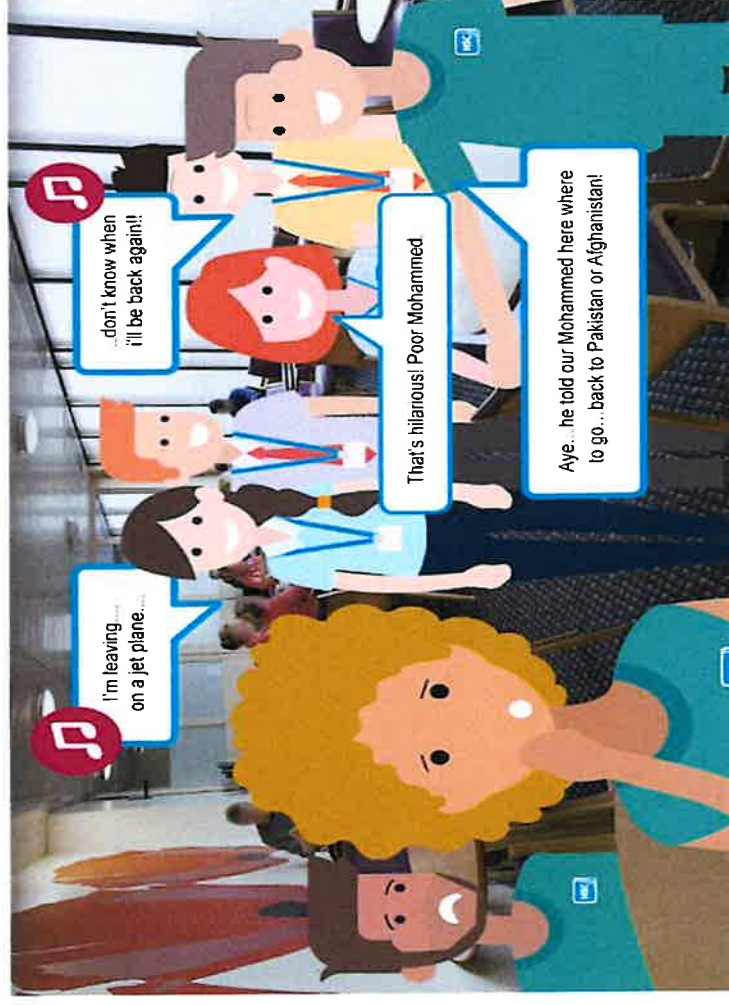


What should Sammy do? Via MS Chat Options

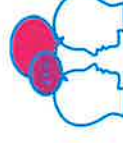
1. Explain that his **role ended** when he safely brought Patrick to the hospital and that unfortunately he couldn't help further.
2. Make clear to Patrick that the hospital is a **shared space** and ask him to remove the scarf.
3. Try to get both individuals to come to an **appreciation** of the other's point of view

Scenario 3 : Mohammad

Meanwhile back at the staff canteen Sammy tells other colleagues about the incident with Patrick and they think it is hilarious – apart from Andrea



What should Andrea ? Via MS Chat



Options

1. Remind herself that her colleagues mean well and that it's just **banter**.
2. Explain to the team that their comments might be hurtful to Mohammed and ask them to **stop**.
3. Recognise that the situation is serious and raise it with her **line manager**.

REMEMBER! Harassment



Harassment =

- Unwanted conduct related to an **equality ground**
- Has the **purpose or effect** of creating an environment which is **hostile, degrading, humiliating, offensive or intimidating**

NB : “I didn’t mean to offend anyone” – **not an excuse!**

Bullying : Same but different



Harassment Examples:

- Banter & Ringtones
- ‘Sending someone to Coventry’
- Spreading malicious rumours
- Excluding / Isolating colleagues
- Newsletter Jokes

REMEMBER! Harassment



Case Examples : “Just a bit of banter”

- ‘Happy King Billy’s Day’
- ‘Woman’s place is in the home’
- ‘do lally’ comment
- ‘Grandad, you are past it’
- ‘Do you know any terrorists?’
- “Pull yourself together..”

... but is undermining, humiliating = discrimination

REMEMBER! HSC Good Relations Statement



HSC Health and Social Care

Working together we will promote good relations between people of different race, religion or political opinion

This means that we:

- Will actively address and challenge racism and sectarianism in all its forms
- Will treat each other fairly, with respect and dignity
- Will make sure our spaces are shared, welcoming and safe.

Dr Reuban Jeganathan

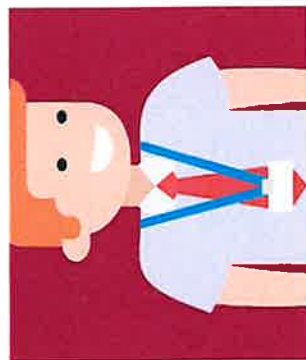
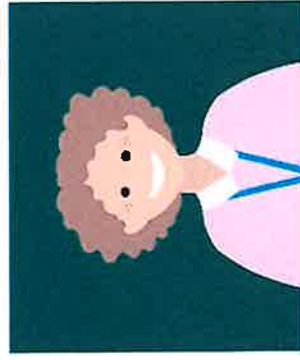
[Good Relations Week - YouTube](#)

Scenario 4: Meet Team members from the Procurement Department



How might you react if a colleague disclosed this information?

Scenario 4 : John

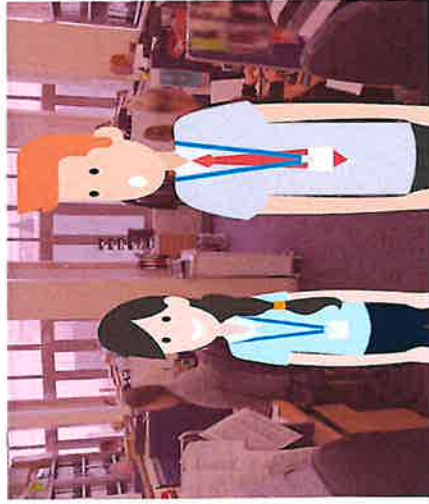


This means John will have major surgery ahead of him

His wife Sarah is such a nice person. I thought they were very happy together. He must not want to be married to her any more.

Hang on, let me get my head around this. I played football with John for years. Great guy. I never even suspected that he was gay

Scenario 4 : John

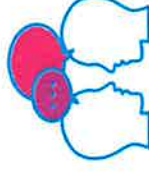


A new member of staff, Davina, joins the Team.

Seamus finds himself in the dilemma of whether he should tell Davina about John's decision to transition.



Should Seamus
tell Davina?



Remember! Treat transgender staff with Respect & Dignity



Deciding to transition is a hugely important decision. Telling work colleagues is an **incredibly difficult** step to take.



Be **sensitive** about the issue of **privacy** when you are speaking to the person who is transitioning or to colleagues who have also been informed.



Be aware of **how** **you react** from the start. What you say and how you behave is very important for the health and well being of your colleague.

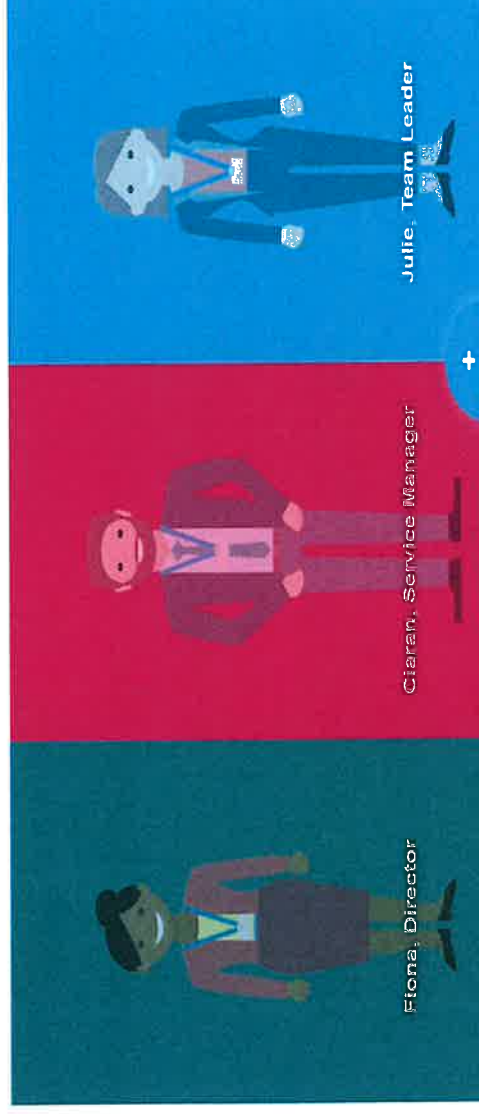


Be prepared to **challenge** inappropriate comments and behaviours. E.g. intrusive questions, inappropriate jokes, 'harmless banter'...



Be mindful of the **language** you use especially Pronouns (he/she/him/her) and if you aren't sure, it's best to ask.

Scenario 5: Ciaran



Meet the management team of
a Community Day Centre

As per Departmental advice Fiona is asked to make urgent cost-savings of 10%



Key features of the proposal

- 3 of 5 buildings will close with a substantial savings - decision as to which centres will remain to be based upon current levels of utilisation.
- Staff will be re-deployed but no staff made redundant.
- Service users will still have access to a service – though for some it will be in a different building and location.



What should Ciaran do?

1. **Commit** to address any equality issues as they arise.
2. **Conduct** an equality screening of the proposal
3. **Nothing** - it is a Departmental Directive.

REMEMBER!

Equality Screening



When decisions, strategies or proposals are being developed, you **must** undertake an Equality Screening.



Equality Screening is a **tool** to show how equality influenced decision making process. Think of it as **Quality Assurance**.



Equality Screening is a **legal obligation** and if not completed a decision, policy or strategy can be challenged via a Judicial Review.

And Finally.....Remember!



Equality does not always mean treating everyone the same.

Respect differences

Accessibility is key

And reasonable adjustments are often needed

Everything you do and say must be guided by FREDA!

**Fairness
Respect
Equality
Dignity
Autonomy**

There is a legal duty to Equality Screen all policies.

This includes modernisation plans, reconfiguration of services, strategies and procurement.

Ensure you embrace Good Relations in all that you do.

It means a safe, welcoming, & shared space where people are respected for their differences.

If you have any questions about this training, please contact:
Planning & Equality Team



Catherine Truesdale
Interim Planning & Equality Lead

equality@belfasttrust.hscni.net

Thank
you!