

# PANEL DISCUSSION

An illustration on the right side of the slide shows three stylized human figures. One figure in a green shirt and dark pants stands on the tallest bar of a bar chart, holding a megaphone. Another figure in a brown top and green skirt is perched on a shorter bar. A third figure is partially visible at the bottom left, appearing to be climbing or standing on the base of the chart. The background is a dark green gradient.

## Interacting with Clients: Building Stronger and Safer Relationships

# Panelists:

## CATHERINE CHAMBERS

Teacher-Researcher

## DIANE SMYLIE

Provincial Director, Ontario Indigenous Cultural Safety Program,  
Southwest Aboriginal Health Access Centre

## LEILA MONIB

Provincial Practice Lead, Southwest Aboriginal Health Access Centre

## DOMINIQUE-MICHELLE LEGACY

Transitional Case Manager, Southwest Ontario Aboriginal Health Access Centre

## WENDY BEALES

Family Therapist, Family Services Division, Region of Durham

# PANEL DISCUSSION

An illustration on a green background shows four stylized human figures standing on a bar chart with four bars of increasing height from left to right. The figures are in various poses: one is sitting on the first bar, one is standing on the second, one is standing on the third, and one is standing on the fourth while holding a megaphone.

**CATHERINE CHAMBERS**

Teacher-Researcher



Let's try an experiment.

Are you starting to question your assumptions?

*Good.*

Are **we** starting to question **our** assumptions?

*Great!*

Our brains are hardwired to make assumptions

Assumptions lead to bias

## Bias Defined...

A prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair.



# Unconscious Bias

**Unconscious biases** are social stereotypes about certain groups of people that individuals form outside their own conscious awareness. Everyone holds unconscious beliefs about various social and identity groups, and these biases stem from one's tendency to organize social worlds by categorizing.

*Source: University of California*



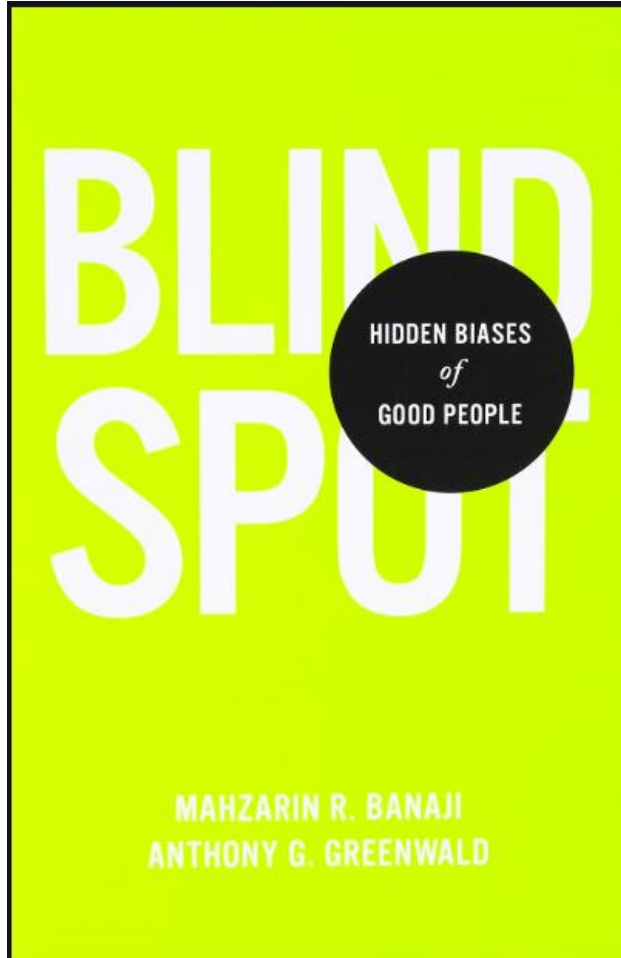


REPUTATION MATTERS

## Why Starbucks' unconscious bias training is only half the battle

It takes more than half a day to tackle deep-rooted biases.

# Most Biases are Hidden



We'd like to believe we are open-minded, fair and without bias, but research shows otherwise. This is an important, even if uncomfortable, realization for most of us. -- Mahzarin Banaji





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- Age IAT
- Arab-Muslim IAT
- Asian IAT
- Disability IAT
- Gender-Career IAT
- Gender-Science IAT
- Native IAT
- Presidents IAT
- Race IAT
- Religion IAT
- Sexuality IAT
- Skin-tone IAT
- Weapons IAT
- Weight IAT

What has been learned  
about our preferences?



**Skin-tone IAT**

*Skin-tone* ('**Light Skin - Dark Skin**' IAT). This IAT requires the ability to recognize light and dark-skinned faces. It often reveals an automatic preference for light-skin relative to dark-skin.

**Age IAT**

*Age* ('**Young - Old**' IAT). This IAT requires the ability to distinguish old from young faces. This test often indicates that Americans have automatic preference for young over old.

**Native IAT**

*Native American* ('**Native - White American**' IAT). This IAT requires the ability to recognize White and Native American faces in either classic or modern dress, and the names of places that are either American or Foreign in origin.

**Gender-Career IAT**

*Gender - Career*. This IAT often reveals a relative link between family and females and between career and males.

**Asian IAT**

*Asian American* ('**Asian - European American**' IAT). This IAT requires the ability to recognize White and Asian-American faces, and images of places that are either American or Foreign in origin.

**Gender-Science IAT**

*Gender - Science*. This IAT often reveals a relative link between liberal arts and females and between science and males.

**Race IAT**

*Race* ('**Black - White**' IAT). This IAT requires the ability to distinguish faces of European and African origin. It indicates that most Americans have an automatic preference for white over black.

**Weapons IAT**

*Weapons* ('**Weapons - Harmless Objects**' IAT). This IAT requires the ability to recognize White and Black faces, and images of weapons or harmless objects.

**Sexuality IAT**


*Sexuality* ('**Gay - Straight**' IAT). This IAT requires the ability to distinguish words and symbols representing gay and straight people. It often reveals an automatic preference for straight relative to gay people.

**Religion IAT**


*Religion* ('**Religions**' IAT). This IAT requires some familiarity with religious terms from various world religions.

# The IAT is a bias mitigation tool

Press "E" for



Press "I" for



Part 1 of 7

Put a left finger on the **E** key for items that belong to the category **Dark Skinned People**.  
Put a right finger on the **I** key for items that belong to the category **Light Skinned People**.  
Items will appear one at a time.

If you make a mistake, a red **X** will appear. Press the other key to continue.  
Go as fast as you can while being accurate.

Press the **space bar** when you are ready to start.



## You have completed the Young - Old IAT.

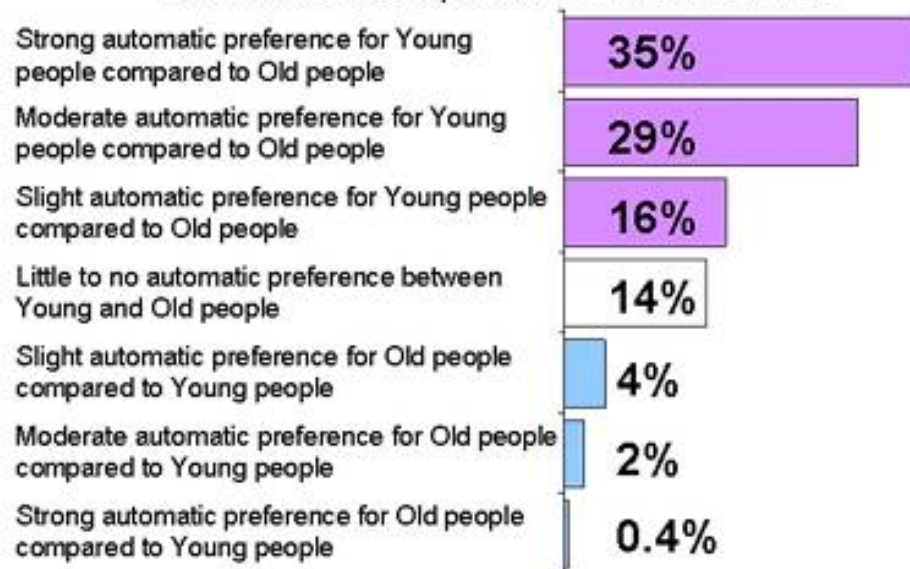
### Your Result

**Your data suggest a moderate automatic preference for Young compared to Old.**

Thank you for your participation. Just below is a breakdown of the scores generated by others. Most respondents, even the elderly, find it easier to associate *Old people* with *Bad* and *Young people* with *Good* compared to the reverse.

Many of the questions that you answered on the previous page have been addressed in research over the last 10 years. For example, the order that you performed the response pairing is influential, but procedural corrections largely eliminate that influence (see [FAQ #1](#)). Each visitor to the site completes the task in a randomized order. If you would like to learn more about the IAT, please visit the [FAQs and background information](#) section.

Percent of web respondents with each score



[Click for detailed summary](#)

You are welcome to try [additional demonstration tasks](#), and we encourage you to register (easy) for the [research site](#) where you will gain access to studies about more than 100 topics about social groups, personality, pop culture, and more.

Biases can be informed by negative experiences, early messaging, etc.



**What is this?**



# Mental shortcuts...



...trigger fight or flight responses

“Life is the art of being well-deceived; and in order that the deception may succeed it must be habitual and uninterrupted.”

— William Hazlitt,



**Most biases are  
unconscious**

- Alan: intelligent, industrious, impulsive, critical, stubborn, envious.
- Ben: envious, stubborn, critical, impulsive, industrious, intelligent.

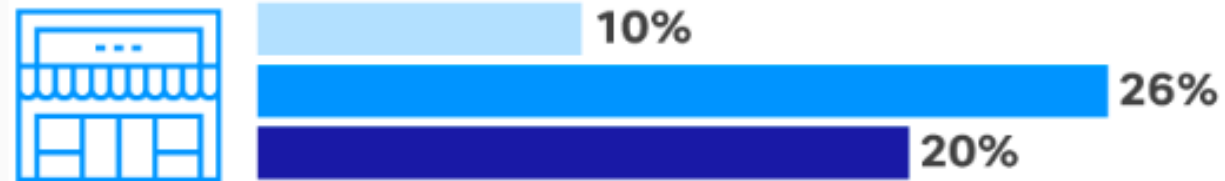
# Impact of Bias



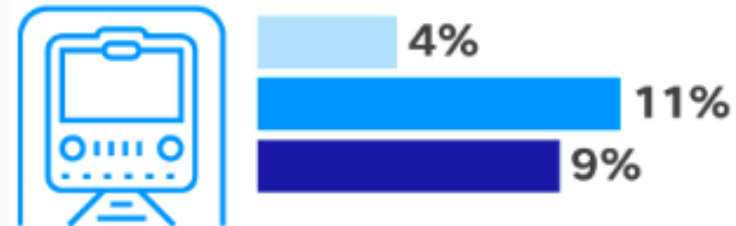
## Percentage of people who have avoided these places because they fear discrimination:

● LGBT   ● Transgender   ● LGBT with disabilities

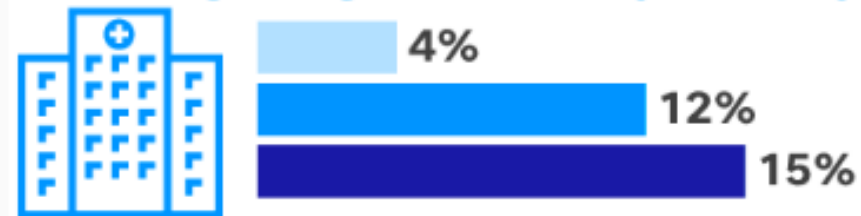
### Avoided places such as stores and restaurants



### Avoided public transportation



### Avoided getting services they or family needed



# A decade of studying implicit racial/ethnic bias in healthcare providers using the implicit association test.

Ivy W Maina, Tanisha D Belton, [+2 authors](#) Tiffani J. Johnson · Published in Social science & medicine 2017 · DOI: [10.1016/j.socscimed.2017.05.009](https://doi.org/10.1016/j.socscimed.2017.05.009)

Disparities in the care and outcomes of US racial/ethnic minorities are well documented. Research suggests that provider bias plays a role in these disparities. The implicit association test enables measurement of implicit bias via tests of automatic associations between concepts. Hundreds of studies have examined implicit bias in various settings, but relatively few have been conducted in healthcare. The aim of this systematic review is to synthesize the current knowledge on the role of... [CONTINUE READING](#)

# A national disgrace

*By almost every measurable indicator, Canada's Aboriginal population suffers a worse fate and more hardship than the African-American population in the U.S.*

	<b>Aboriginal Canadians</b>	<b>African- Americans</b>
Unemployment rate	<b>14%</b>	11%
Unemployment rate vs. the national rate	<b>2.1 times</b>	1.9 times
Median income	<b>\$22,344</b>	\$23,738
Median income vs. the national average	<b>60%</b>	74%
Incarceration rate (per 100,000 population)	1,400	<b>2,207</b>
Incarceration vs. the national rate	<b>10 times</b>	3 times
Homicide rate (per 100,000 population)	8.8	<b>17.3</b>
Homicide rate vs. the national rate	<b>6.1 times</b>	3.7 times
Infant mortality rate (per 1,000 live births)	11.7	<b>12.4</b>
Infant mortality rate vs. the national rate	<b>2.3 times</b>	2 times
Life expectancy (in years)	<b>72.8</b>	74.9
Life expectancy vs. the national average	<b>91%</b>	95%
Dropout rate*	<b>23%</b>	8%
Dropout rate vs. the national average	<b>2.7 times</b>	1.1 times

\*20- to 24-year-olds without a high school diploma, and not in school

**MACLEAN'S**

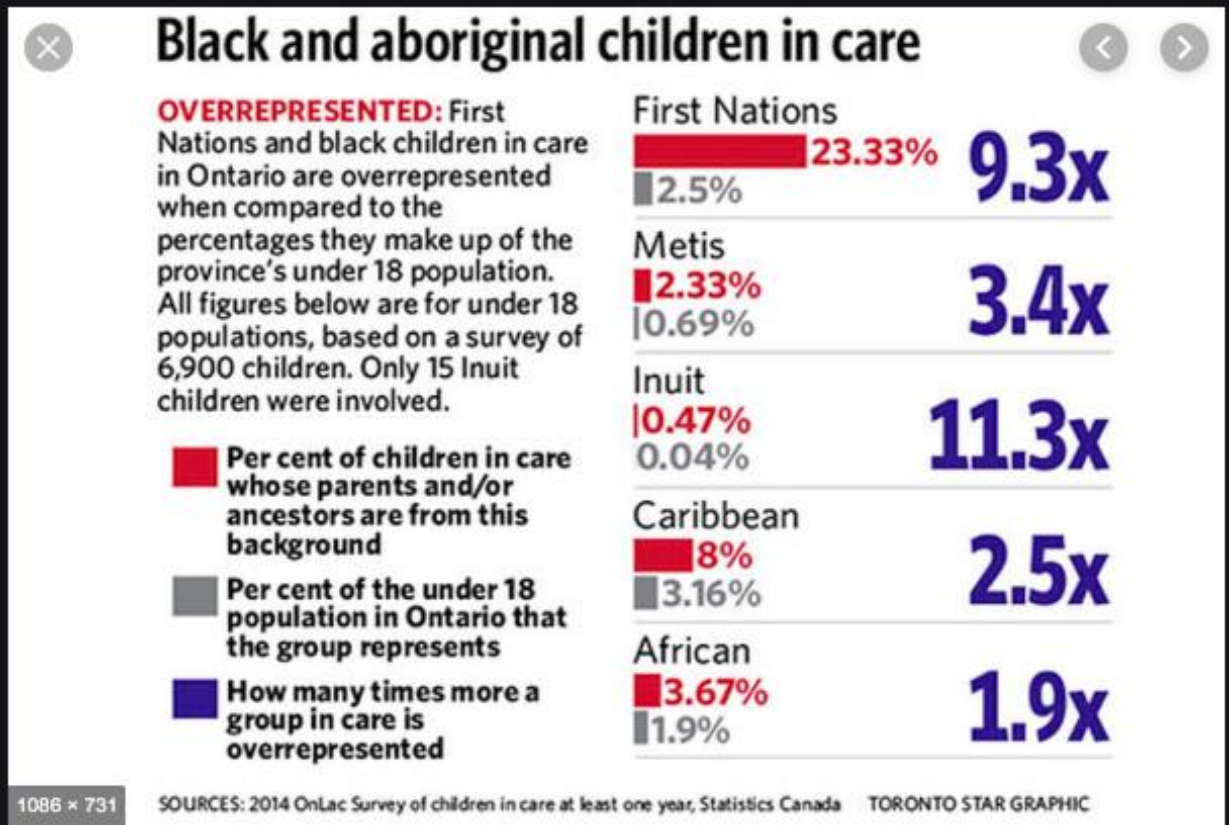
Sources: Statistics Canada; Office of the Correctional Investigator; The Lancet;

# Canadian Education is Steeped in Anti-Black Racism

For many Black youth, schools can be places of degradation, harm, and psychological violence

BY ROBYN MAYNARD

Updated 13:36, Nov. 29, 2017 | Published 12:17, Nov. 29, 2017



# Where does bias show up?

How can we mitigate unconscious bias?

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**Mitigating Unconscious Bias  
in  
— Employment Services —**

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# Where does bias show up?

- Recruitment and Selection
  - Career Development
  - Performance Management
- 
-

## \*ABCs of Bias

### **A**ffirmation Bias

Hiring people who we relate to

### **B**enevolent Bias

Providing opportunities to preferred staff

Denying opportunities to staff based on perceptions

### **C**onfirmation Bias

Focusing on evidence to support negative beliefs

\*  
**There are Approximately 150 types of unconscious bias**



**Mitigation strategies vary from sector to sector...**

## Community Health: Access Alliance - Toronto

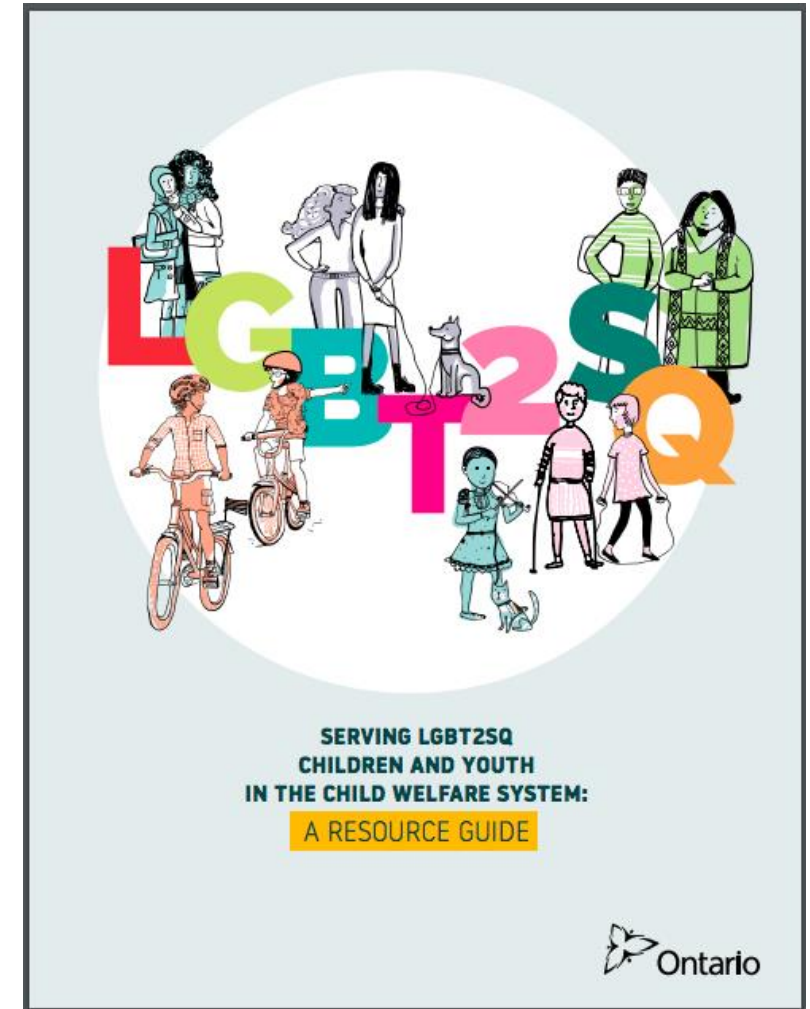
Any struggle against oppression must be informed by an anti-racist framework.

# Child Protection

## What are the Race Equity Practices?



PRACTICE 1
PRACTICE 2
Collect and analyze data to measure racial disproportionality and disparities Through the use of data, child welfare agencies are able to assess the extent of racial disproportionality and disparities, identify the underlying causes, as well as measure progress toward improving service outcomes.
PRACTICE 3
PRACTICE 4
PRACTICE 5
PRACTICE 6
PRACTICE 7
PRACTICE 8
PRACTICE 9
PRACTICE 10
PRACTICE 11

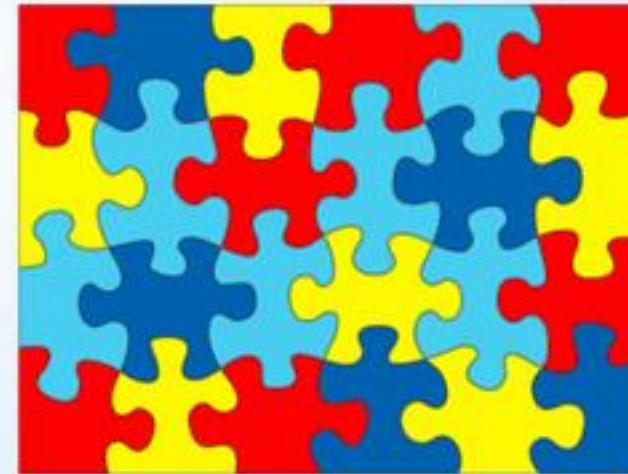


# Private Sector

**DIVERSITY**



**INCLUSION**



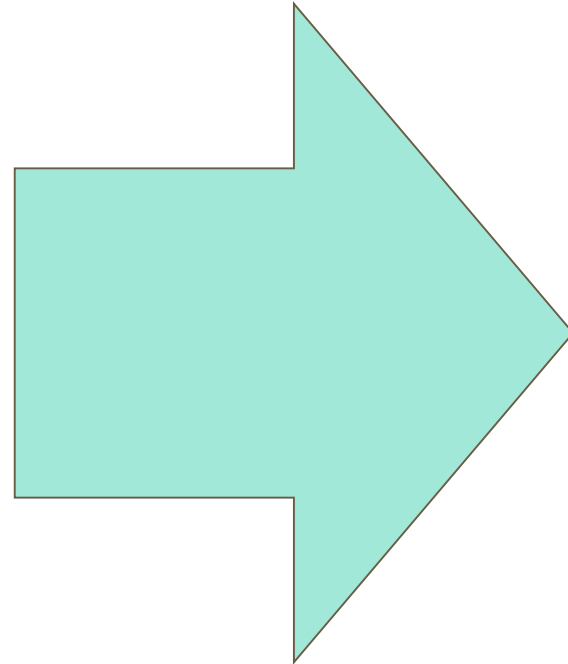
# VUCA Times

**V**olatile

**U**ncertain

**C**omplex

**A**mbiguous



**Innovation**

# The Status of Innovation Nation



**a.** DRAGGING CANADA INTO THE 21ST CENTURY  
Free Trade Is Not Where It's At

Jim Balsillie: Dragging Canada into the 21st Century  
The Agenda with Steve Paikin [View Transcript](#)

Technological innovation at the outset of this millennium has been nothing short of revolutionary. And it shows no signs of slowing down. Jim Balsillie, the former co-CEO of Research In Motion, says Canada is not keeping up. Worse, that policymakers and businesses still don't seem to fully appreciate the scope of the change underway. He's now chair of the Council of Canadian innovators, and he joins The Agenda to discuss his ideas.

	2019 World Ranking	1Y Ranking Change	2018
U.S.	8	3 ▲	11
Canada	20	2 ▲	22
Brazil	45	-	NR
Argentina	50	Debut	NR
Chile	58	Debut	NR
Mexico	59	Debut	NR

Sources: Bloomberg, ILO, World Bank, IMF, OECD, WIPO, UNESCO

## Unconscious Bias and Innovation

In a 2013 paper, “Not Just for Stereotyping Anymore,” Carmit Tadmor, a psychologist at the Recanati School of Business at Tel Aviv University, and her colleagues showed that prejudice can play a direct role in making people less innovative and creative...  
(Bergonzi, 2015)

## Research is a key innovation metric


...the literature on entrepreneurship on entrepreneurship by poor women in America, and particularly women who are welfare recipients, is grossly inadequate. Few researchers have investigated the number of welfare recipients who engage in independent economic activities, who attempt to become self-sufficient through business ownership, or the strategies used by poor women to overcome barriers to business ownership. Most of the data on this population comes from those entrepreneurial assistance programs who specifically target low income persons (Rodriguez, 2014).






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I Spent 6 Months on the Psychiatric Ward - Do You Judge Me?

 Photo/Video

 Tag Friends

 Check in



## Services

### Private DIY Chalk Based Paint Worksho...

\$175

Come and bring your own piece and have me h...

### Design Consultations

\$85 - 150

A personal in-home design service that could in...

### Custom Refinishing

Ranges

Custom painting and designing of your own pie...

[See All](#)

"What are your hours today?"

 Ask

"Where is your store located?"

 Ask

"Can I learn more about a product?"

 Ask


Type a question...




## Community

[See All](#)

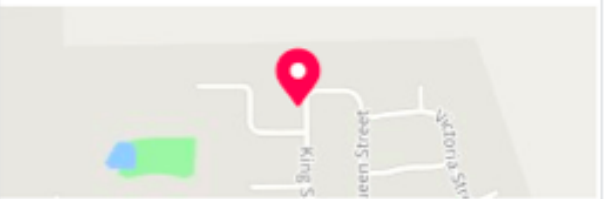
 Invite your friends to like this Page


 17,845 people like this

 17,326 people follow this

## About

[See All](#)



 2204 Line 34

# Research Micro-Entrepreneurship to improve outcomes

 **Janae Tyars** ▸ Bath Bombs, Body Butters and Sugar Scrub 13 hrs · 🌟

It took forever, but I finally got my Copyright confirmation from the Library of Congress on my unicorn boxes. Just ordered a couple thousand boxes from China, so exciting!



←  **Designed by Lyss**  
July 23 at 8:33 AM · 🌐



👍 Like    💬 Comment    ➦ Share

👤❤️ 11

 **queenie's cards**  
Hi there, I have sent you an email regarding my trademark, "Let's Avocuddle." Please reply ASAP as this is infringing on my IP. Thank you!

11m Like Reply

# Change the narrative

Muhammad Yunus, Contributor

Nobel Peace Prize winner; founder, Grameen Bank; Chairman, Yunus Centre

## “We Are Not Job-Seekers, We Are Job-Creators” – Turning Unemployment into Entrepreneurship



Bangladeshi Nobel Peace Prize winner and microcredit pioneer Muhammad Yunus delivers a speech during the 4th edition of the Global Social Business Summit, held at the Austria Center, in Vienna, on November 8, 2010. "This summit is a kind of breath of fresh air. All the gloom and doom in the world, we want to get out of this," Yunus, 72, said at the three-day event in Vienna. AFP PHOTO / ALEXANDER KLEIN (Photo credit should read ALEXANDER KLEIN/AFP/Getty Images)

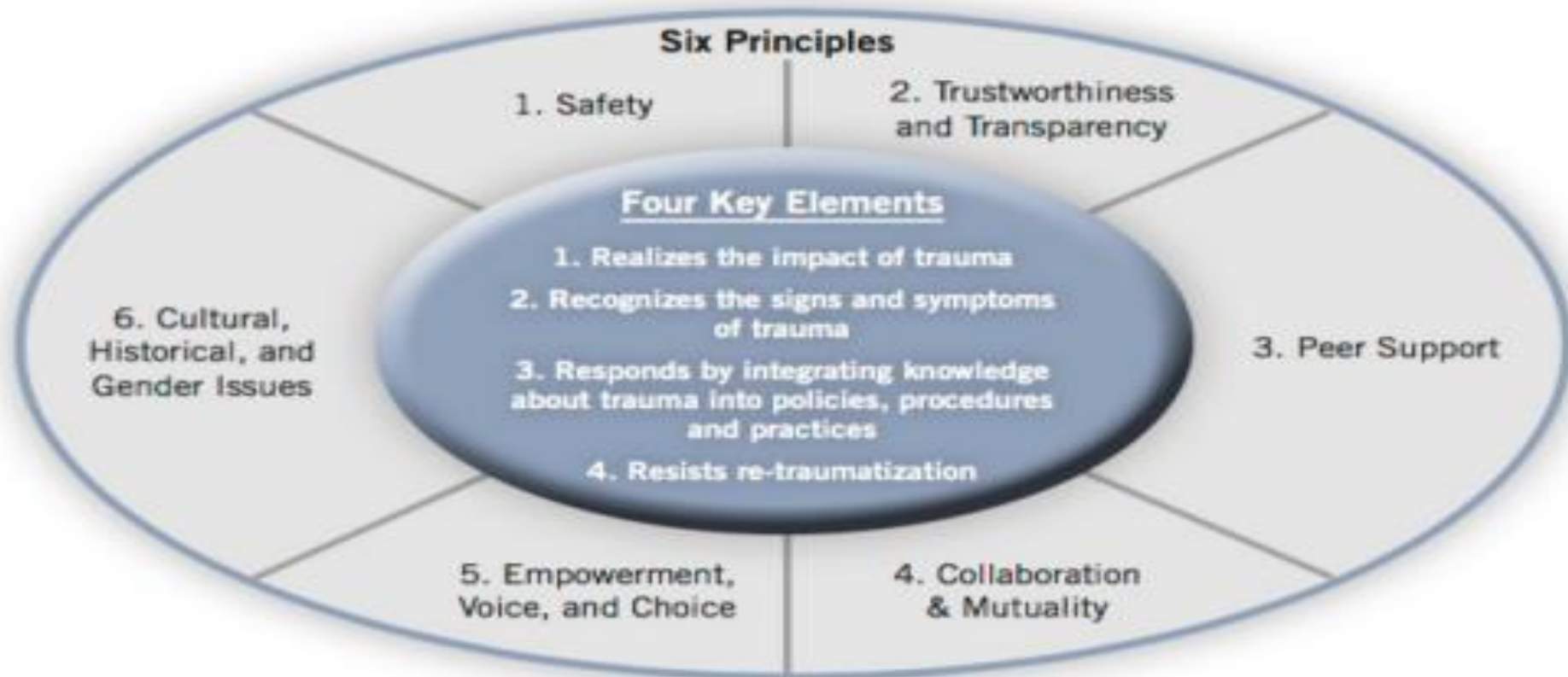
# PANEL DISCUSSION

An illustration in the background shows a bar chart with four bars of increasing height. A person in a green shirt is standing on the tallest bar, holding a megaphone. Another person in a brown shirt is leaning over the second bar from the left. A third person in a purple dress is leaning over the first bar from the left. The background is a dark green color.

## DOMINIQUE-MICHELLE LEGACY

Transitional Case Manager, Southwest  
Ontario Aboriginal Health Access Centre

# What is Trauma Informed Care (TIC)?



SAMHSA's Trauma Informed Approach (Lang et al., 2015)

# Re-Traumatization

- Touch, smell, noises
- Power dynamics of a relationship
- Gender of provider
- Loss of and lack of privacy
- “Look of the environment”
- Specific wording or words

# Putting into practice

- Culturally safe and welcoming waiting area, front desk and meeting room. Ex. Indigenous art, medicines available, resources available for indigenous clients.
- Have food and beverages available for clients.
- If client seems anxious, provide an alternate location where you can establish safety. Offer smudging or grounding techniques.
- Take time to introduce yourself, not only as a professional but as a person.
- Be aware of lighting, noises and smells. Ask for feedback directly to client.
- Allow room in your schedule for late arrivals. Be flexible!

# Putting into practice

- Allow multiple no shows at no cost, but explore barriers to help reduce NS.
- Continuous assessment of body language for stress reactions. Ex: crying, sweating, fidgeting, shaking, gripping the table, etc.
- Mindful of your own body language. Ex: if client is sitting you should also be sitting.
- Explore the idea of letting go of what you've heard of the client.
- Giving individuals lots of options, they are in charge.
- Explain everything you do! Don't use abbreviations or jargon.
- Respond appropriately and Apologize when needed.
- Take away seeds...Be an advocate for TIP & start building relationships with the local indigenous communities.



# PANEL DISCUSSION

An illustration in the background shows a person in a green shirt standing on a tall blue pedestal, holding a megaphone. Another person in a brown shirt is leaning over the edge of a lower blue platform. The background is a dark green gradient.

**WENDY BEALES**

Family Therapist, Family Services  
Division, Region of Durham

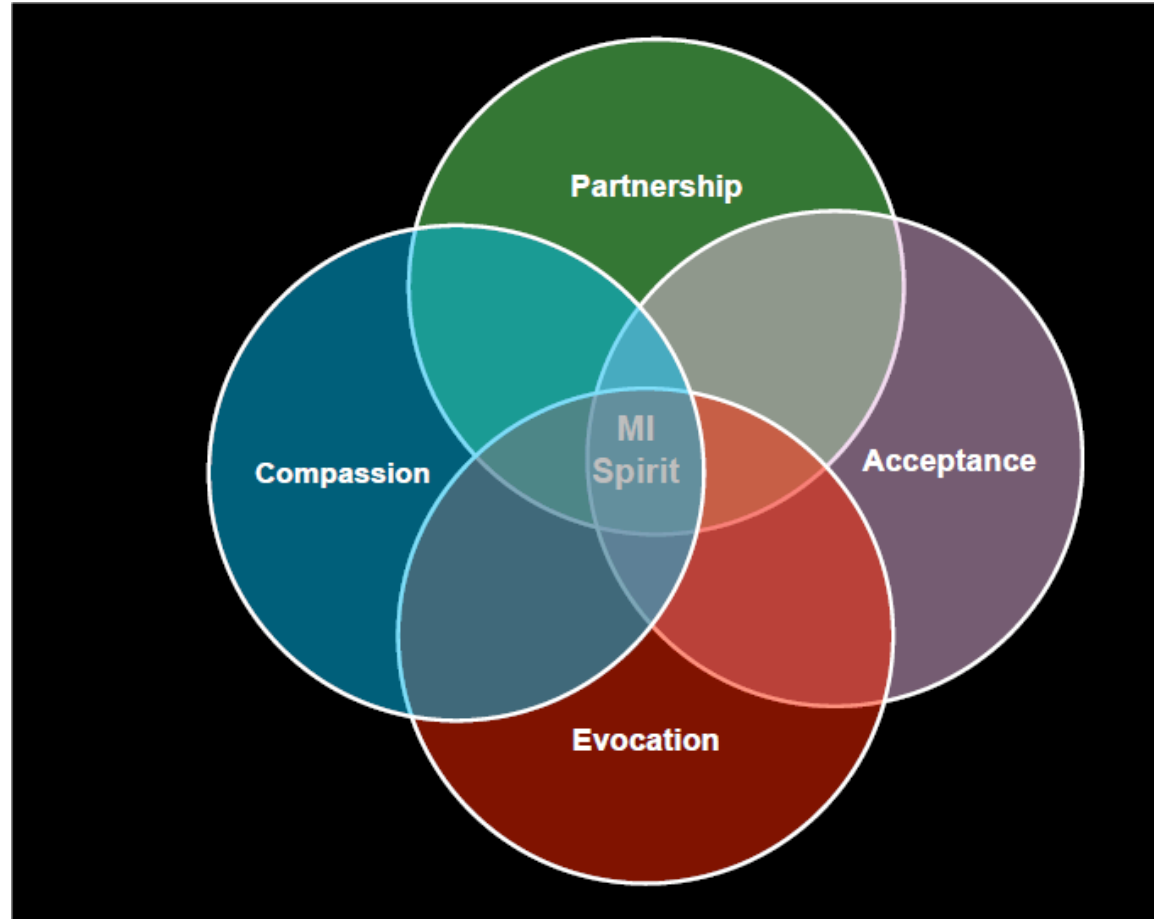
# *Family Services Durham/FSEAP Durham*



*“Helping you find your inherent strength, courage and wisdom”*



# *The Spirit of Motivational Interviewing: The “Music”*



*Acceptance....*

*absolute  
worth*

*empathy*

*autonomy*

*affirmations*

- *Ambivalence....where does it show up and how might it present?*
- *The “righting reflex” ... how, when and why might this show up?*
- *Re-thinking the term “resistance” ... what meaning can this word hold or convey?*



