"Words Matter: Building our Culture of Respect and Support"

**Moderated by:** Jennifer Kapo, MD; Nick Sollom, N.Div., BCC

**Panel Presenters:** Marlon Pastor-Staten, Patient Transport; Yolanda Sydnor, Patient Transport Supervisor; Andrea Murrell, RN, Patient Services Manager; Maura Shea, RN, Director Inpatient HVC; Katherine Tucker, Clinical Program Director, Co-Chair YNHH, Diversity & Inclusion Council; Ena Williams, Senior VP Patient Services/Nursing, Co-Chair YNHH, Diversity & Inclusion Council

**Needs Assessment:** The Diversity and Inclusion Council at YNHH has noticed an increase in the numbers of staff who experience incidences of racially motivated verbal abuse from patients. This discussion will reveal ways in which staff may respond to these incidences and ways in which coworkers and managers may support colleagues who experience mistreatment while working.

**Learning Objectives:**
1. Describe the emotional impact of caring for racist and/or biased patients and families.
2. Share our own experiences facing racism and bias.
3. Develop an approach to support each other when faced with any type of discrimination.

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