



NESS Diversity, Inclusion, and Equity Statement-DIE (2019) or Diversity, Equity, Inclusion-DEI (2021)

A diverse, inclusive, and equitable workplace at North End Senior Solutions, NESS, is one where all employees, volunteers, and participants feel valued and respected, whatever their gender, race, ethnicity, national origin, sexual orientation or identity, **age, education or disability**.

NESS is committed to a nondiscriminatory approach and provides equal opportunity for employment and advancement in all of our departments and programs. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

With a goal of leveling the playing field within our nonprofit, we are committed to modeling diversity and inclusion for all of society and to maintaining an inclusive environment with equitable treatment for everyone.

How the Board and Staff will implement this policy:

North End Senior Solutions, in order to provide informed, authentic leadership for cultural equity, strives to achieve the following:

- Connect diversity, inclusion, and equity to our mission to ensure the safety, comfort, and well-being of seniors and people living with disabilities.
- Review our policies, systems, programs, and services, with the intent to remove or dismantle any inequities, reporting updates and progress to the board of directors, staff, and those we serve.
- Discover potential underlying and unquestioned assumptions that interfere with inclusiveness.
- Encourage board-level thinking on how systemic inequities influences our work, and how to address change consistent with our mission.
- Redefine what makes a strong leader for our organization, challenging assumptions and implicit biases.
- Define and practice transparent communication in all interactions.
- Expand diverse leadership within our board, staff, committees, and advisory group; commit time and resources to achieve this
- Lead with respect and tolerance. We expect all employees, volunteers, and participants to embrace respect and tolerance in every day interactions.

NESS created the follow actions plans to promote diversity and inclusion. NESS will continue to create new action plans as we discover other biases:

- Create learning opportunities and formal policies ensuring competency throughout our organization

“It’s our job to figure out what our implicit bias blind spots are, and actively work to get rid of them.”

- *MTV’s Look Different* -

- Add a website page showing research related to equity and illustrate our progress toward diversity, inclusion, and equity.
- Change advertising for “help wanted” clearly stating inclusion, diversity, and equity practices; include salary range with all job descriptions; avoid education requirements.
- Develop a system for being intentional and conscious of biases during the hiring, promoting or evaluating process; train everyone on equitable practices.

To avoid having this policy become just another fulfilled requirement, we will work toward upholding our Diversity, Equity, and Inclusion Statement by putting an effort into achieving the following:

- Develop and present sessions on diversity, equity, and inclusion, provide information and resources internally and to the community.
- Include this presentation in hiring, onboarding, and orientation processes for all employees, Board Members, volunteers, participants, etc.
- Include this policy in strategic plans
- Implement a “zero tolerance” for bullying and harassment
- Keep open and continued the conversation on what diversity, equity, and inclusion means to employees, volunteers, participants, etc. Help everyone feel heard and included. Use their insights to improve policy and training.
- Do frequent check-ins to see how others perceive NESS’s efforts.
- Create Diversity Committee who keeps track of tactics and goals and revises as needed.

Common Beliefs of individuals and caregivers that are barriers to treating people equitably:

- You believe that you know what the person needs better than he knows.
- You believe it is your responsibility to take care of others.
- You identify with being a “caregiver” and feel uncomfortable stepping out of that role and being empathic
- You feel the other person’s pain and suffering and can’t be happy yourself when you’re around people with disabilities
- You may believe that the disadvantaged person doesn’t have sufficient inner or outer resources and therefore take it upon yourself to watch out for their care and self-care
- Your conscious or unconscious beliefs force you to take on other people’s suffering.
- You have a “need” to suffer and look for people or situations over which to suffer.

Modified from:

Say what Matters, by Oren Jay Sofer