



Diversity Equity Inclusion and Accessibility Toolkit:

Unleashing the Power of
Multicultural Programming and
the Power of a Connected
Community

Diversity Equity Inclusion and Accessibility Toolkit

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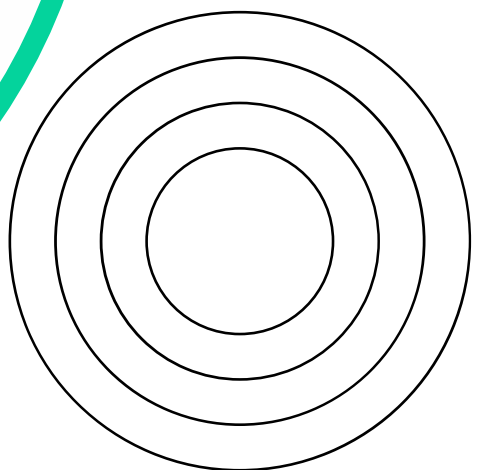
Rana Ottallah

Djenne-amal Morris

Ana Brooks

NATIONAL EHDI CONFERENCE

MARCH 20 2024 8:30-12:30 PM



Family Dynamics and Personal Journeys

Team Growth





Community Reflection

- What does DEIA mean to you and your community?
 - What has been your experience implementing DEIA?
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Objective 1:

Identify strategies, policies, and best practices to enhance equity, opportunity, and accessibility to build effective Family Engagement Programs.



Purpose of DEIA

PICK ONE OR MORE OF THE CHOICES BELOW AND SHARE YOUR ANSWER

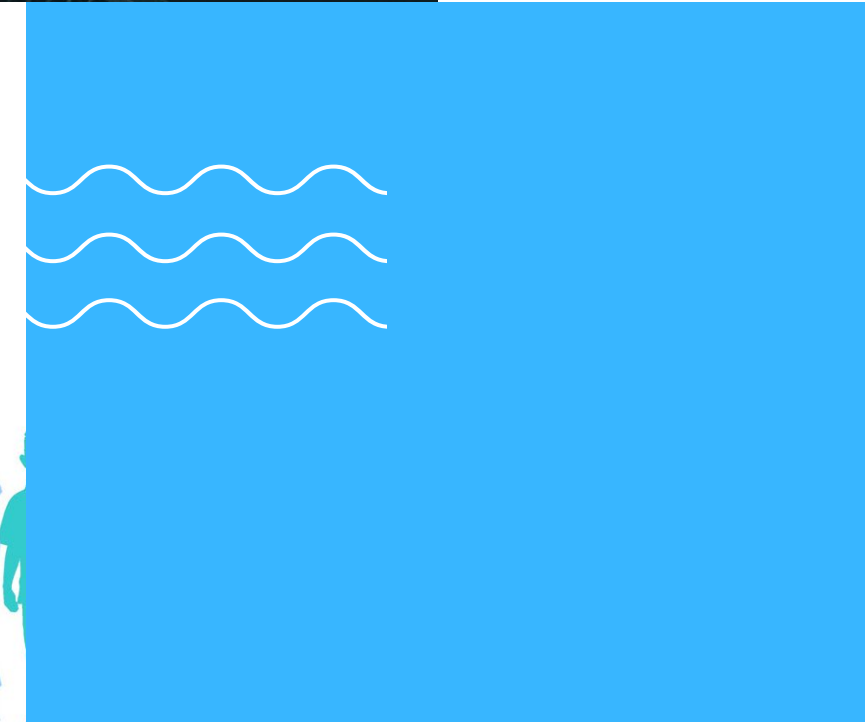


- A. Create and improve understanding of the needs of underserved and underrepresented communities.
- B. Values diverse lived experiences.
- C. Help Transform our community.
- D. Fosters collaboration, identify and remove barriers.

≡ Cultural Activity

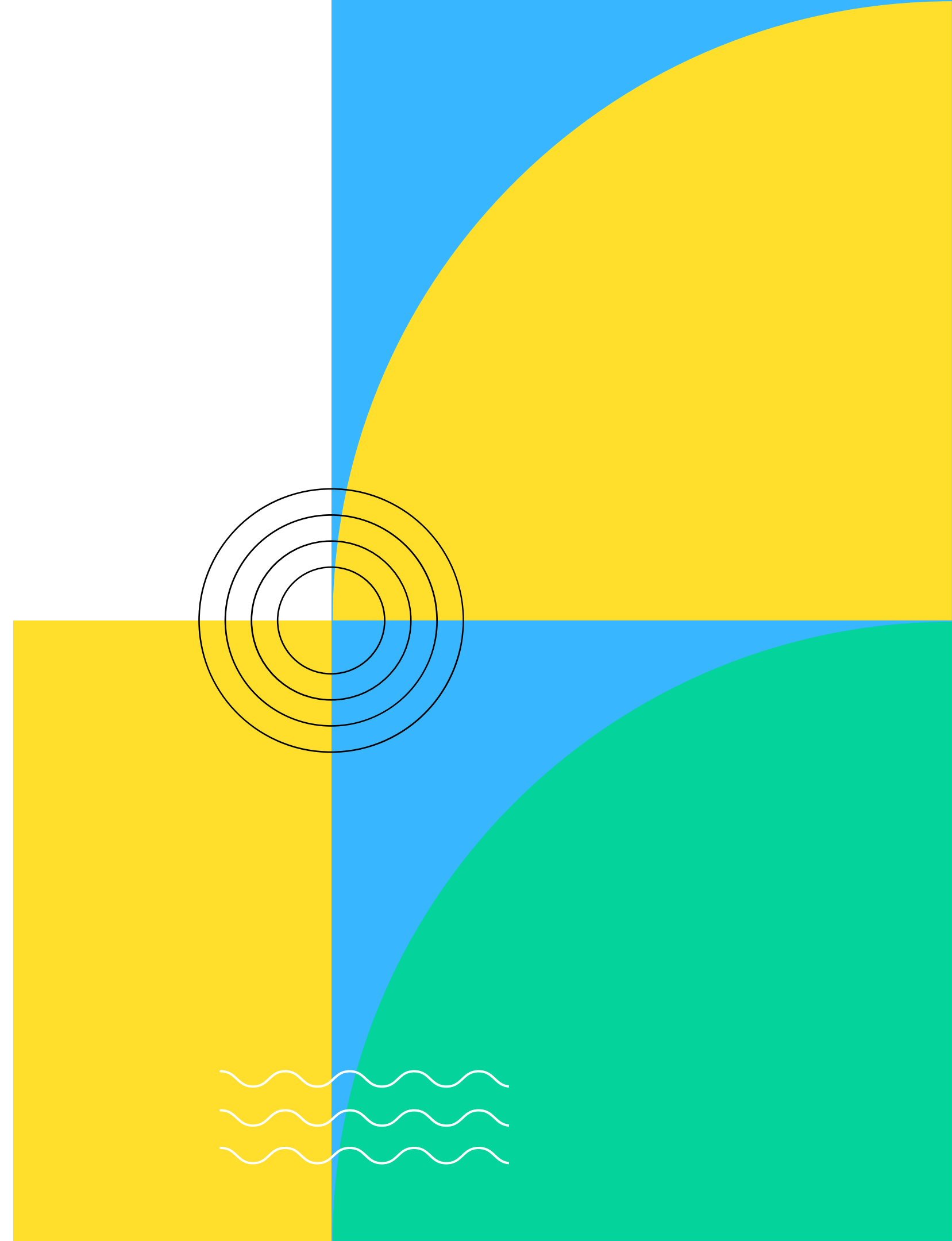
WHAT ARE THE BARRIERS
YOU HAVE EXPERIENCED
SERVING DIVERSE FAMILIES?

WHAT ARE YOUR
EXPECTATIONS,
PERCEPTIONS AND HOW
DOES THAT BECOME A
BARRIER?



Objective 2: _____

Discuss the value of Multicultural Family Engagement in supporting all families of children who are Deaf and Hard of Hearing.



Cultural Chameleon



ABLEISM/ AUDISM

BUILDING
CONNECTIONS

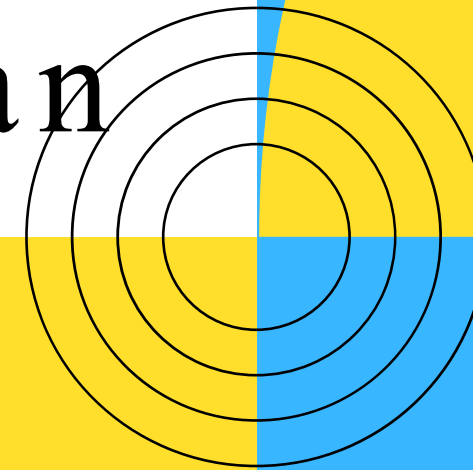
MEETING PATIENTS
WHERE THEY ARE IN
THEIR JOURNEY

Michelle Hu, Au.D.

- Identified as DHH as a toddler
- Etiology: EVAS and Pendred
- Clinical practice, student precepting and Mama Hu Hears



Without community support, parents of newly identified DHH children can feel lost and disempowered.



Family Culture



Becoming a DHH Family“

Sometimes we think that in order to make change we have to make
lot of noise.

What I learned from my experience of raising my children, and
especially raising my deaf child, is that you have to be able to drown
out the noise and just listen to your heart.”

Family Culture and Values



- “Paggalang (Respect) to be respectful or to give respect to a person
- Utang na Loob (Debt of Gratitude)
- Pakikisama (Helping Others)
- Pagpapahalaga sa Pamilya (Prioritizing Family)



Cultural Resilience



“Filipino Spirit is an indomitable spirit, the spirit of resilience, more of all, spirit of triumph. A strong foundation for resilience is family. Since it is the basic unit of society, full attention and love is focused on it, all-out love to the point of sacrificing their own lives for the needs and wants.”

International Journal of Social Science and Humanities Research



Language & Culture



Cultural Value not Cultural deficit



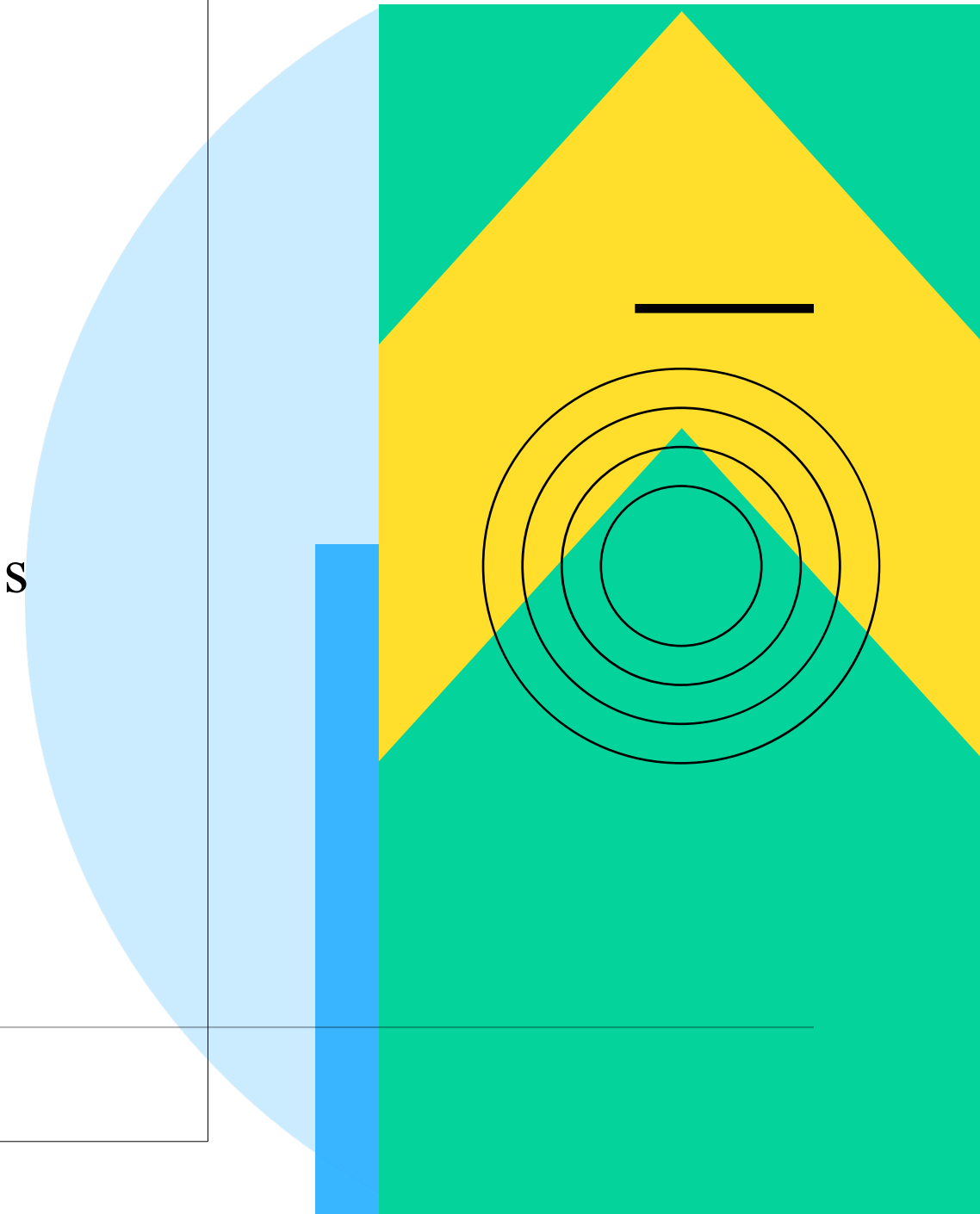
Authenticity
Achievement
Adventure
Authority
Autonomy
Balance
Beauty
Boldness
Compassion
Challenge
Citizenship
Community
Competency
Contribution
Creativity
Curiosity
Determination

Fairness
Faith
Fame
Friendships
Fun
Growth
Happiness
Honesty
Humor
Influence
Inner Harmony
Justice
Kindness
Knowledge
Leadership
Learning
Love

Loyalty
Meaningful Work
Openness
Optimism
Peace
Pleasure
Poise
Popularity
Recognition
Religion
Reputation
Respect
Responsibility

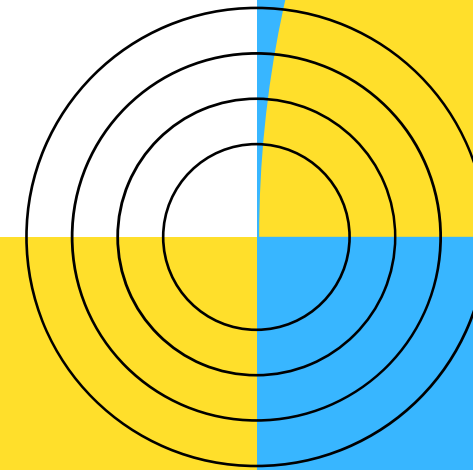
Reflection on Values

Security
Self-Respect
Service
Spirituality
Stability
Success
Status
Trustworthiness
Wealth
Wisdom



What values do you have that shape your behaviors, thoughts and actions?

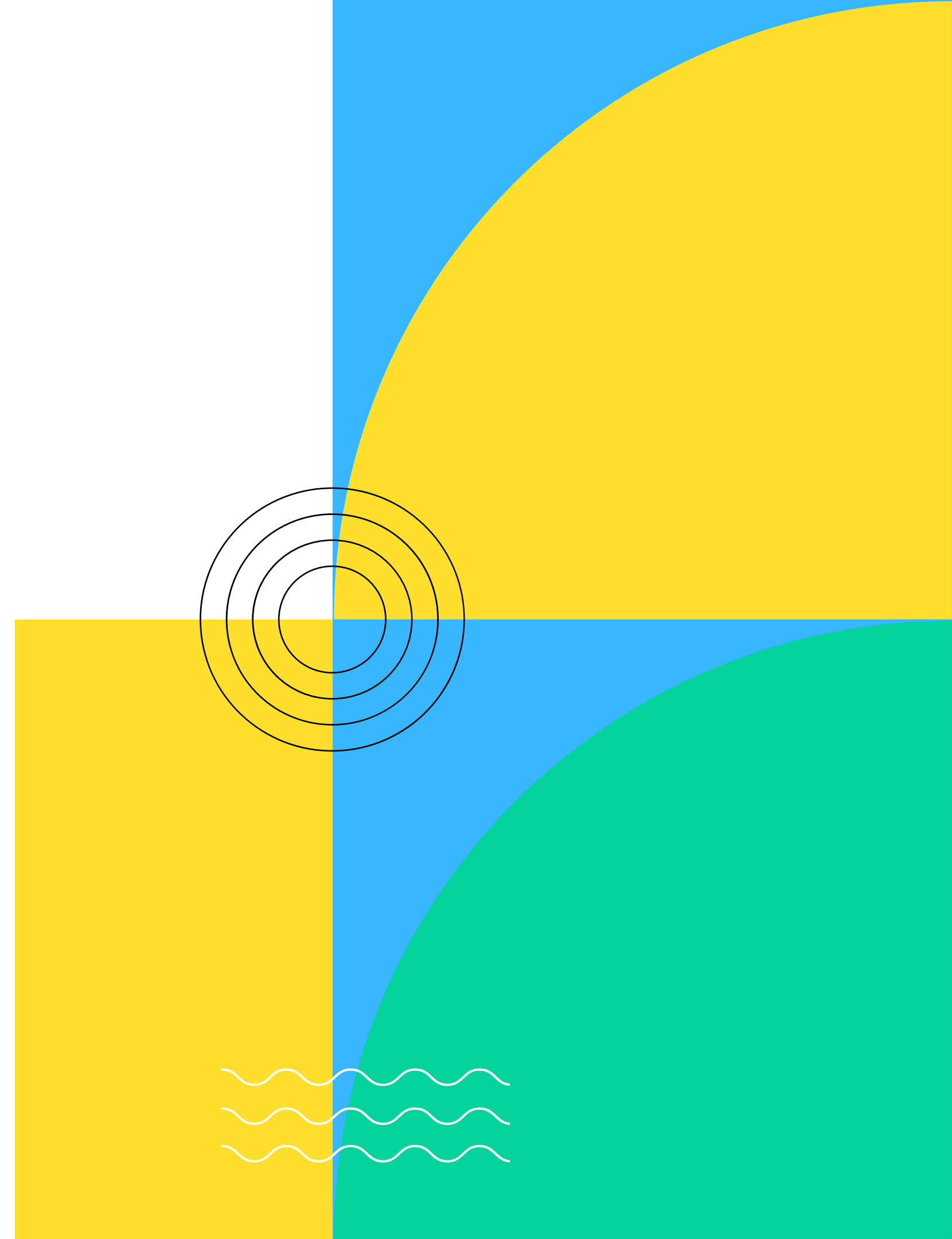
How do you use those values to empower you to take on a action?



Objective 3:

Roundtable Discussion

Transform the system of care advancing
Diversity, Equity, Inclusion and Accessibility for
Multicultural Families of children who are Deaf
or Hard of Hearing

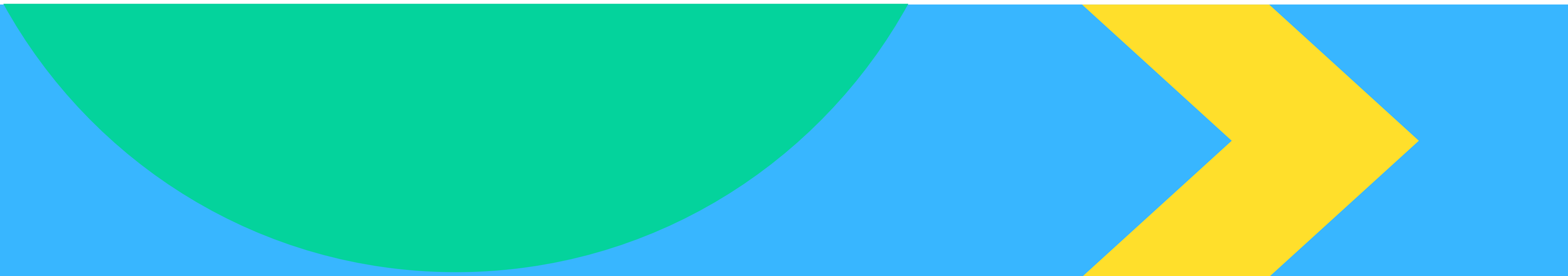


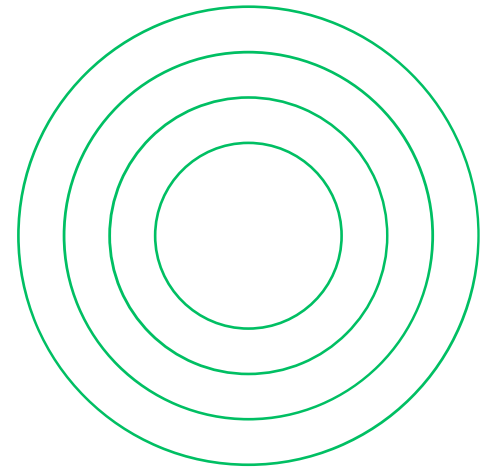
Keep in mind these concepts when it comes to the families you serve



In your discipline,
who are you
serving?

How does this
impact families?





Small Group Discussion

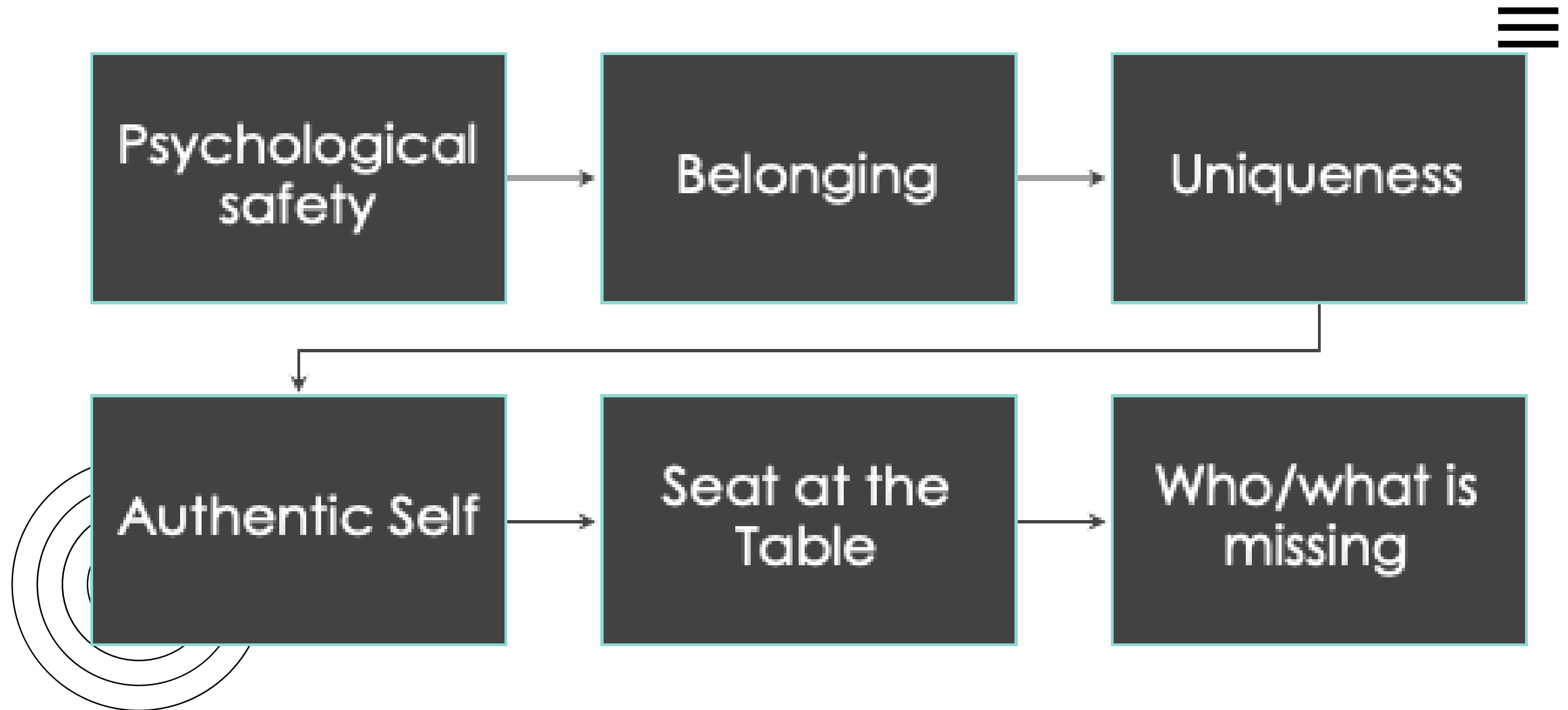


- Describe an instance where you were unable to fully support a family
 - What barriers do you think limits them from access?
 - What barriers do you have in the system that limits your ability to provide services?
 - What are the stressors/resilience?
 - How do you support the team that provides services?
-

≡ Salad bowl vs. Gumbo example

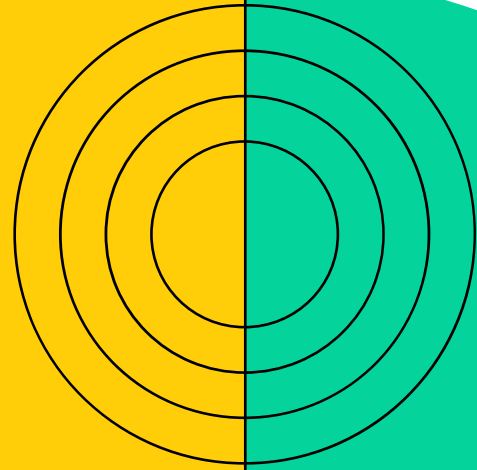


Building An Engaging Environment





Cultural Resilience Drives Change



- Cultural heritage can contribute to strengthening the resilience of communities
- Resilience is defined as “the ability to absorb and adapt in a changing environment”
- When we see people like us doing the work we feel empowered to influence change in our community community



≡ The Blueprint for Change

Families have better outcomes when a system of services is comprehensive, coordinated, and family centered.

Ensures that:

- ❖ Families are partners in decision-making at all levels
- ❖ Families receive coordinated, ongoing, comprehensive care within a medical home
- ❖ Families have adequate private and/or public insurance
- ❖ Children are screened early and continuously for special health care needs
- ❖ Services are organized so families can use them easily and are satisfied with the services they receive
- ❖ Children receive the services necessary to make transitions to all aspects of adult life, including adult health care, work, and independence



Critical Areas for a Well-Functioning System



Cultural Diversity Equity and Inclusion

When we honor each other's Diversity and appreciate one another's values it allows for:

- Quality Interactions
- Interpersonal trust
- Increase engagement
- Innovative Ideas

