Pocket Guide
Responding to Racist and Discriminatory Behavior

Conversations with a Patient, Family Member, or Visitor

Mount Sinai does not tolerate racist, biased, or discriminatory behavior toward staff members, learners or trainees. You are not alone. First evaluate and meet any urgent medical needs. Then report the behavior to your supervisor. Suggested messaging to patients is below.

Patient, family member, or visitor makes a discriminatory comment or uses profanity or abusive language toward a staff member or learner/trainee.	Patient or family member asks to change staff assignments based on the perceived identity of the provider. Such requests will not be honored, except in rare cases determined by the care team or Nurse Administration.	Patient or family member asks to change rooms based on the perceived identity of the roommate or visitors. Such requests will not be honored, except in rare cases determined by the care team or Nurse Administration.
A. "Please do not use that type of language as it is offensive to others and not acceptable at Mount Sinai Health System." **B.** "At Mount Sinai, we have a no tolerance policy for inappropriate or offensive behavior or comments. Please refrain from making such remarks." **C.** "We are committed to providing the very best care to all. Your behavior is preventing us from providing this care. We ask that you please stop (describe the behavior) so that we may help you to the best of our ability." **D.** "Your comments have no place in this hospital. Our staff are well-trained and very capable of providing high-quality care; all are professionals and we expect that you will treat them with respect." **E.** "You will be cared for by another clinician. Your current clinician is no longer comfortable treating you based on your offensive behavior/comments."	**A.** "Our policy is to staff our hospitals with care providers without bias or discrimination based on race, ethnicity, religion, age, sexual orientation, gender identity or gender expression, disability or any other bias. Our staff/learners/trainees are well-trained and extremely competent." **B.** "We will not make staff changes based on your request, which we perceive as discriminatory. We treat all of our patients, staff, and learners/trainees with respect, and we expect the same from our patients." **C.** "Your request has been denied. You will continue to be cared for by (provider's name). All of our staff are well-trained in providing the highest quality of care." **D.** "Based on your behavior and/or discriminatory comments, we specifically denied your staff change. However, we will assign you a new clinician because your current clinician is no longer comfortable providing you treatment."	**A.** "Our policy is to provide safe and appropriate room assignments to all patients regardless of race, ethnicity, religion, age, sexual orientation, gender identity or expression, disability or any other bias. **B.** "We do not discriminate based on race, ethnicity, religion, age, sexual orientation, gender identity or expression or disability when making room assignments. Your request has been denied." **C.** "We are denying your request for a room change. We will provide the patient with whom you are currently rooming the option to change rooms if they are not comfortable with your behavior."

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Conversations with a Staff Member

Everyone at Mount Sinai is entitled to safety, courtesy and respect. Use the prompts below to have a conversation with a staff member who has been targeted by a patient, family member, or visitor who is displaying racist, biased, or discriminatory behavior.

Patient makes a discriminatory comment or uses profanity or abusive language toward one or more staff members. Remember to always check in with the targeted staff or learner.	Patient or patient's family member asks to change a staff assignment based on the perceived race, ethnicity, religion, or sexual orientation of the care provider. Such requests will not be honored, except in rare cases determined by the care team or Nurse Administration.	Patient or patient's family member asks to change room assignment based on the perceived identity of the roommate or their visitors. Such requests will not be honored, except in rare cases determined by the care team or Nurse Administration.
A. "I am so sorry this happened to you. Would you like to tell me more about it? What do you need to feel safe here?" **B.** "It upsets me that this happened to you. I want you to know that you have the right to refuse to care for this patient. We want to make sure that you feel supported and have the agency to make this decision for yourself." **C.** "You are completely entitled to express your feelings. I support your decision to continue to work with this patient, or to have them reassigned." **Scan the QR code to view the Health System's entire policy**	**A.** "I am so sorry this happened to you. At the Mount Sinai Health System, our policy is not to honor any requests that are of a discriminatory, racist, or biased nature, and it is my responsibility to support you." **B.** "You are entitled to request an assignment change. Your fellow staff members and I are here to support you. However, you may also choose to remain on this assignment. The choice is yours." **C.** "I understand you want to continue working with this patient. Would it be helpful if I joined you in addressing this patient in an educational manner to defuse the situation?"	**A.** "Would it be helpful if I joined you in working to address this issue with this patient in an educational way?" **B.** "You have the authority to tell the patient that their request is denied. If you require additional support, please let me know." **C.** "The patient's request has been denied. We do not make room assignments based on race, ethnicity, religion, or sexual orientation." **D.** "The patient is being inappropriate, and we do not indulge this behavior. They may not change rooms assignments. If the targeted patient is uncomfortable, I can help you find a new room for them."