



BySTANDer UP

DENOUNCE: Be brief, firm and clear.

DISTRACT: Start a conversation with the target or draw attention away from them.

DISENGAGE: Help the target remove themselves from the situation.

DELEGATE: Find an authority figure and ask for help. Ask target if they wish security or police be called. **Hospital security officers cannot get involved unless asked. So be clear: "I need help from security."**

DEBRIEF: When incident is over, reach out to the target and offer support. Tell them it was wrong.

REPORT: Discuss reporting the incident. Offer to do this on their behalf. Reporting can be anonymous.

HOW TO TAKE ACTION:

Before getting involved, remember:

Assess your safety and consider calling security or the police if there is physical danger.

Use one or more of the strategies on the back of this card.

DENOUNCE:

- *"That's inappropriate."*
- *"I cannot allow you to speak to them that way."*

DISTRACT:

- Accidentally dropping something loudly.
- *"Did you see that dog outside?"*

DISENGAGE:

- *"Excuse me for interrupting. Can you please go find the nurse for this patient?"*
- *"Excuse me, you're wanted on the phone."*

DELEGATE: It is most effective to direct requests for help to someone specific.

- *"You there, can you help me?"*
- *"I need help from security."*

DEBRIEF:

- *"Are you OK?"*
- *"Can we talk about what just happened? That was not okay what they said/did to you."*

REPORT: Even incidents involving patients should be reported to allow targets to get support and for us to learn how to do better.

You can use RL solutions, the Integrity Hotline, or the PADH reporting system.

Whether from employees or from patients, the Department of Medicine will support you in addressing discrimination and racism.