

Delaware Valley Community Health, Inc.[®]

INCLUSIVITY COUNCIL CHARTER

MISSION

Delaware Valley Community Health is proud to create an environment of diversity, equity and inclusion, because we believe that a culture made up of varied people and ideas helps us to achieve our mission of being a community-focused health care organization that provides affordable, accessible, primary medical, dental, behavioral health care and preventive services. We believe that every patient and teammate is a unique individual with needs, hopes and expectations about their experience within our health centers and we commit to developing an atmosphere that values the whole person.

The mission of the Delaware Valley Inclusivity Council is to foster an environment that:

- supports an organizational workforce and culture that is inclusive and respectful of the various backgrounds and cultures that are reflected in our patients, teammates and the community,
- embraces different perspectives, talents, knowledge and experience to accomplish DVCH's goals and objectives;
- leverages professional development opportunities to ensure equal access to growth and advancement; and
- employs cultural competency and humility to maximize our efforts provides affordable, accessible, primary medical, dental, behavioral health care and preventive services, and
- advances the strategic plan and mission of the organization.

DEFINITIONS

Diversity: The range of human differences, including but not limited to race, ethnicity, gender, sexual orientation, age, socioeconomic status, physical ability or attributes, religious or ethical values systems, national origin, political beliefs, and cultures.

- Diversity means more than just acknowledging and/or tolerating difference. It's a set of conscious practices that seek to understand and appreciate the interdependence of humanity, cultures, and the natural environment.

Equity: Ensuring that everyone has support and access to the resources needed to be successful and identifying and eliminating barriers that have prevented the full participation of communities most impacted by systemic oppression.

- Improving equity involves increasing justice and fairness within the policies, procedures and processes of institutions and systems, as well as in the distribution of resources. Tackling equity issues requires an understanding of the root causes of outcome disparities within our society and organization.
- Equity differs from equality. Equality refers to treating everyone the same but does not necessarily lead to equitable outcomes because diverse communities have diverse needs and have faced varying obstacles and inequities.

Inclusion: Ensuring that people of all backgrounds, identities, abilities, perspectives, and beliefs

have an equal opportunity to belong, achieve, and contribute to our community. An inclusive organization promotes and sustains a sense of belonging; it values and practices respect where all people are recognized for their inherent worth and dignity, talents, beliefs, backgrounds, and ways of living.

Cultural Responsiveness: An understanding of how institutions and individuals can respond respectfully and effectively to people from all cultures, economic statuses, language backgrounds, races, ethnic backgrounds, abilities, religions, genders, sexual orientations, veteran statuses and other characteristics in a manner that recognizes, affirms and values the worth, and preserves the dignity, of individuals, families and communities.

RESPONSIBILITIES

The Delaware Valley Community Health Inclusivity Council serves in an advisory capacity to senior leadership, identifying challenges and opportunities regarding diversity, equity and inclusion and providing strategic recommendations to enhance the workforce and patient experience.

The Council will have the following responsibilities:

- participate in the development of key diversity, equity and inclusion tactics to support DVCH’s mission and strategic plan;
- create opportunities for teammates to provide feedback to senior staff about organizational climate and culture (i.e. climate assessments, engagement surveys, focus group sessions, etc.);
- create opportunities for teammates to have meaningful engagement with leadership to promote cultural inclusivity and discuss issues relating to equity in the workplace;
- provide feedback to senior staff on issues of culture, climate, equity, inclusion, and diversity in the workplace, including recommendations and support regarding short-term and long-term strategies to meet the center’s current and future goals;
- formulate recommendations for the development or modification of policies and practices to support diversity, equity and inclusion efforts;
- create internal organizational learning and development opportunities;
- identify opportunities for the center to engage with its broader communities to promote equity, social justice, and inclusion (i.e. community volunteer activities, corporate social responsibility initiatives, etc.);
- work alongside Corporate Communications and Marketing to develop messaging and content intended for diverse communities or related to diversity, equity and inclusion concepts;
- develop key metrics to help track progress and drive accountability; and
- conduct self-assessments of Council effectiveness during each fiscal year that describes accomplishments relative to developed goals and chartered responsibilities, and alignment with DVCH’s goals.

INCLUSIVITY COUNCIL ROLES

Chair

The Inclusivity Council will have a chair. The chair will be responsible for meeting scheduling preparation, facilitation, communication, and messaging. The Chair will be appointed every two years via a majority vote by the Council and should not serve more than four consecutive years as the chair. The chair may appoint sub-committees or working groups at their discretion. Such workgroups may be long-term/standing or short-term/task oriented. Committees and short-term working groups will be dissolved when their work has been completed. The Chair is expected to commit at least four hours per month to the Inclusivity Council.

The Chair shall have the authority to remove a member(s) from the Inclusivity Council for cause. Some factors that may (be considered “for cause”) justify removal of a member from the Inclusivity Council include, but are not limited to the following:

- Failure to fulfill the responsibilities and duties of the Inclusivity Council member.
- Violation(s) of the DVCH HR Guidelines Standards of Conduct.
- Engaging in behavior that is harmful or discriminatory towards others.
- Consistently undermining the goals and objectives of the Inclusivity Council.
- A conflict of interest that affects the ability of the member to fulfill their duties.

Before any action is taken, it is essential that the Inclusivity Council chair conducts a thorough investigation into the matter and consults with the relevant parties, such as the committee members, the DVCH's leadership, and human resources.

It is also important to note that any decision to remove a member from the Inclusivity Council should be made with a commitment to transparency and accountability. The reasons for the removal should be clearly communicated to the member and the rest of the committee, and the decision-making process should be documented and made available for review.

Ultimately, the decision to remove a member from Inclusivity Council should be guided by the principle of promoting diversity, equity, and inclusion within DVCH.

Vice Chair

The Vice Chairperson shall perform the duties of the Chair, in the Chairperson’s temporary absence, and shall succeed the Chairperson when the Chairperson’s term expires. The Vice Chairperson shall serve as the liaison with all committees and subcommittees. The Vice Chair is expected to commit at least four hours per month to the Inclusivity Council.

Executive Sponsor

The Chief Human Resources Officer will serve as the Council’s Executive sponsor. The Executive sponsor will provide guidance to the chair; serve as the senior leader liaison making presentations to the senior leadership team as required; and act as an arbitrator to make decisions that are beyond the authority of the Council and Committee members; and supporting the chair in presentation of recommendations to the senior executive team.

Members

- The Council are teammates who express interest in participation and who have approval from their supervisor after review of current workload.
- Council members should reflect a diverse mix of teammates, considering race/ethnicity, gender identity, sexual orientation, age, disability, veteran status, religion/faith etc.
- Members should also reflect different DVCH locations and different departments of the center.

Members are expected to commit at least two hours per month to the Inclusivity Council. Members are expected to be punctual and attend all meetings. However, members are permitted up to three (non-FTO) absences in a calendar year. Members missing more than the allowance as specified herein may be subject to removal from the council. The Council will consist of a maximum of 25 members annually.

GOVERNANCE

Committee Meetings

The Committee will meet at least one-time per month (such meetings can be conducted virtually) at such dates and times to be arranged by the chair and Committee members; and

The chair shall appoint a person to record meetings (for in-person meetings), prepare minutes, and distribute materials for review by Committee members prior to each meeting.

Ground Rules and Responsibilities

The Delaware Valley Community Health Inclusivity Council will operate within the following ground rules:

- Each member will contribute their ideas with respect and consideration for the perspectives and contributions of others.
- Members are encouraged to express disagreements with ideas, not with people.
- Use your discernment.
- Confront, critique, and challenge your discomfort.
- The stories of others are theirs to share, maintain confidentiality and trust among the group.
- Council materials and deliberations will be held in strict confidence creating a safe space for open, honest communication.
- Decisions of the council (and subcommittees) will be guided by majority vote (with quorum).
- Once decisions are made, all council members will speak with one voice representing the collective decisions of the council as their own and communicating in accordance with the parameters and timing determined by the council.
- Members will respect and adhere to all routines and protocols of the council, including pre-meeting preparation, attendance and full participation in meetings, focusing on a preset agenda distributed in advance of the meeting, serving as an advocate of collective decisions and treating meeting materials, notes and reports with confidence.
- The committee meets once a month, plus subcommittee meetings, and events on occasion.
- On occasion, members are expected to join a subcommittee and meet with your subcommittee outside of the Inclusivity Council meetings
- Subcommittee-leads report back to the Inclusivity Council
- Inclusivity Council members will review and write policies and procedures on occasion.
- When the Inclusivity Council makes a decision and/or issues a finding, it will be in the form of a recommendation/report to the Senior Cabinet and/or the President & CEO. The President & CEO will determine which recommendations/reports will be presented to the Board through the Employee and Patient Relations sub-committee of the Board. The Employee and Patient Relations sub-committee of the Board may request that the Chairs and/or Executive Sponsor present the recommendations/reports to the full Board.

APPLICATION PROCESS

Each year, the Inclusivity Council will inform the organization via email of open positions on the committee. The committee will convene, and review applications received.

AMENDMENTS

This Charter may be altered, amended, or repealed and a new Charter adopted only upon action by a majority vote of all members present during a regular monthly meeting and with approval of the Senior Cabinet.

APPROVAL

This Charter will be valid until two years after the effective date, at which time the Charter will be certified as current or revised, as needed.