

## Shaping our future through inclusion

The Diversity and Equal Opportunity Office (DEOO) has had a busy year. Our continuing work focusing on inclusion has been incorporated into our training, programs and efforts to resolve conflicts. Inclusion also characterizes our collaborative work with Human Resources (HR) to recruit a diverse workforce.

Through the trainings that we have traditionally presented on prevention and awareness, we have focused on ensuring that the workplace is comfortable and safe for all members of the UMMS community. In addition to our prevention trainings on sexual harassment, hostile work environments and accommodating disabilities, we have presented sessions in the past year on understanding and valuing our diverse workforce. In the year ahead, we will, in collaboration with HR and the Employee Assistance Program, present three new offerings: *Recruiting and Retaining a Diverse Workforce*, *Allies Training* and *Conflict Resolution and a Civil Workplace*, each of which are oppor-

tunities to support the work that is ongoing in many departments.

In our annual and new program offerings, we also focus on inclusion, as well as celebrate all of the people who belong to the UMMS community. The institution has a history of celebrating nationally recognized heritage days and holidays and that will continue. As 2007 begins, we will welcome William Kirwan, PhD, chancellor of the University System of Maryland, to UMMS for our annual recognition of Dr. Martin Luther King Jr. on January 10. Dr. Kirwan has been an advocate for inclusion and diversity in higher education throughout his career.

Last year, we added new celebrations — the International Festival, Civility

Day and a Holocaust Survivor's Remembrance Day. This year we will add a new celebration as we host the Boston Gay Men's Chorus on May 11.

In addition to our celebrations of inclusion, we will continue to collaborate with HR to recruit a workforce that is representative of Massachusetts and the New England region. It is our goal to not only be representative but to continue the tradition of recruiting top talent from the region and the world. As we continue to broaden our efforts, create partnerships and enhance relationships, we will get to know new people in the region and will have opportunities to share information about UMMS in communities that we haven't reached before. It is our goal to collaborate with all departments, divisions and campuses of UMMS to *shape our future through inclusion*. ■

... we have focused on ensuring that the workplace is comfortable and safe for all members of the UMMS community.

Marian Wilson, PhD  
Associate Vice Chancellor for  
Diversity and Equal Opportunity

## Achievements of the Chancellor's Committees

Every year, members of the Chancellor's Committees — the Council on Equal Opportunity and Diversity (and its numerous subcommittees) and the Women's Faculty Committee — lend their insights and expertise to support programs of diversity at UMMS. The committees counted many accomplishments in 2006; here is what they achieved.

### *Council on Equal Opportunity and Diversity and its subcommittees*

A year ago, the Affirmative Action Committee became the **Council on Equal Opportunity and Diversity** (CEOD), a name that better reflects the breadth of the Council's work. The CEOD is led by co-chairs Susan Levine, MPH, chief of staff for Commonwealth Medicine, and Lori Pbert, PhD, associate professor of medicine, who annually meet with the Chancellor to present the recommendations of the CEOD and its subcommittees.

The **Student Committee** is an *ad hoc* subcommittee with representatives from each graduate school, working to ensure that there is equity between all three graduate schools. They have recommended that there be an overarching student body committee.

The **Americans with Disabilities Act (ADA) Committee** members assisted the DEOO in providing training on accommodating employees with disabilities. The committee also drafted a new brochure that is a quick reference about the ADA.

The **Civility Committee** developed and presented the institution's first Civility Day event (see related article on page 4) in the fall of 2006.

The **Gay, Lesbian, Bisexual, Transgender and Allies Committee** members assisted in the development and presentation of Safe Space training.

The **International Committee** coordinated the first UMMS International Festival (see related article on page 4) in the spring of 2006.

The **Mature Workforce Committee**, formerly the Prime Time Committee, advocated on issues related to employees age 40 and over.

The **Minority Recruitment and Retention of Faculty and Residents Committee** drafted a best practices guide to support the recruitment of faculty and residents of color.

The **Recruitment and Representation Committee** continued work to ensure that there is a complete representation of Medical School faculty and employees on the CEOD.

### *Women's Faculty Committee*

The **Women's Faculty Committee** (WFC), co-chaired by Patricia Franklin, MD, MBA, MPH, associate professor of orthopedics & physical rehabilitation and family medicine & community health, and Rosemary Theroux, RNC, PhD, assistant professor of nursing, also had a productive year. The WFC got



**Council on Equal Opportunity and Diversity**



**Women's Faculty Committee**

started early last winter by hosting a welcome breakfast for new women faculty. In celebration of Women's History Month, the committee presented the one-woman play, "A Woman Alone," by Lynn Eckert, PhD, assistant professor of political science at Marist College.

At its annual spring awards luncheon, the WFC hosted Christine K. Cassel, MD,  
*continued on page 4*

University of Massachusetts Medical School Diversity and Equal Opportunity Office  
in conjunction with Human Resources

# Training Schedule - 2007

January

**12 Workplace Harassment** – Staff  
University Campus  
S2-309B  
Noon – 1 p.m.

**17 Managing and Valuing a Diverse Workforce** – Managers  
University Campus  
S7-105  
9:30 – 10:30 a.m.

**19 Conflict Resolution in a Civil Workplace**  
University Campus  
S7-105  
9:30 – 10:30 a.m.

**24 Workplace Harassment** – Managers  
Newport Room  
Century Drive  
Noon – 1 p.m.

**30 ADA Awareness** – Managers  
University Campus  
S2-321  
9:30 – 10:30 a.m.



“Employing and Accommodating Individuals with Histories of Alcohol and Drug Abuse,” presented by David Tuons-Quang, MD, lecturer and medical director of Quincy Medical Center

February

**6 Workplace Harassment** – Staff  
Worcester Communities of Care  
Conference Room  
10 – 11 a.m.

**9 Managing and Valuing a Diverse Workforce** – Managers  
Shrewsbury Campus  
Chang Building Conference Room  
10 – 11 a.m.

**12 Conflict Resolution in a Civil Workplace** – Managers  
Shrewsbury Campus  
Chang Building Conference Room  
10 – 11 a.m.

**16 Conflict Resolution in a Civil Workplace**  
Worcester Room  
Century Drive  
10 – 11 a.m.

**20 Conflict Resolution in a Civil Workplace**  
DES/Auburn  
10 – 11 a.m.

March

**6 Safe Space Awareness** – Staff  
Worcester Communities of Care  
Conference Room  
10–11 a.m.

**13 Workplace Harassment** – Staff  
Schrafft – Boston  
Noon – 1 p.m.

**20 Employment Minefield**  
Michelson Conference Room  
8:30 a.m. – 12:30 p.m.

**21 Valuing Diversity** – ASCP  
Shaw Building  
11:45 a.m. – 12:45 p.m.

**26 Employment Minefield**  
MBL – Mattapan  
Conference Room  
8:30 a.m.– 12:30 p.m.

April

**3 Valuing Diversity** – Staff  
Worcester Communities of Care  
Conference Room  
10 – 11 a.m.

**2 Safe Space Awareness**  
Newport Room  
Century Drive  
Noon – 1 p.m.

**10 Safe Space Awareness**  
Schrafft – Boston  
Noon – 1 p.m.

**18 Managing and Valuing a Diverse Workforce**  
QUARC – RI  
10:30 – 11:30 a.m.

**25 Conflict Resolution in a Civil Workplace**  
Shriver – Waltham  
1 – 2 p.m.

May

**2 Valuing Diversity** – Staff  
Century Drive  
Newport Conference Room  
Noon – 1 p.m.

**9 Conflict Resolution in a Civil Workplace**  
MBL – Mattapan  
Conference Room  
10 – 11 a.m. and  
11:15 a.m. – 12:15 p.m.

**16 Valuing Diversity** – Staff  
University Campus  
S2-309C  
Noon – 1 p.m.

**22 Conflict Resolution in a Civil Workplace** – HR Staff  
HR Conference Room  
11:30 a.m. – 12:30 p.m.

June

**6 Conflict Resolution in a Civil Workplace**  
Schrafft – Boston  
Noon – 1 p.m.

**15 ADA Awareness** – Managers  
Shriver – Waltham  
1:30 – 2:30 p.m.

**20 Conflict Resolution in a Civil Workplace**  
QUARC – RI  
10:30 – 11:30 a.m.

# Inclusion Program Schedule - 2007

## January

*Dr. Martin Luther King Jr. Observance*

**10 Diversity and Inclusion: A Compelling Interest for Our UMass Community**

William E. Kirwan, MD  
Chancellor, University System of Maryland  
Amphitheatre I  
11:30 a.m. – Doors open for lunch  
Noon – Program begins



Pictured at the Veteran's Day "Celebration of Service" are Marine Major Steve Godin, Ret., and the North High School ROTC color guard.

## February

*Black History Month*

**6 Worcester African-American Community: Bondage to Belonging**

Thomas Doughton  
College of the Holy Cross  
S1-608 Hiatt Auditorium  
Noon – 1 p.m.



Matilda Castiel, MD, assistant professor of medicine and family medicine & community health, presented "Cultural Differences that Make Health Care Difficult for Latinos" during Hispanic Heritage month

## March

*Women's History Month*

**8 Your Resume Is Not Enough**

Paulette Geoden, senior administrator, Office of the Vice Chancellor for Operations and Karin Fitch, HR consultant II, Human Resources  
Location : TBA  
Noon – 1 p.m.

**28 History of Women's Medicine in the 1970s**

Dr. Naomi Rogers  
Associate Professor of History at Yale University  
Faculty Conference Room  
Noon – 1 p.m.

## April

*Yom Hashoah – A Day of Remembrance*

**16 Combating Hate and Prejudice: Personal Experiences as a Hidden Child**

Janet Applefield  
Amphitheatre I  
Noon – 1 p.m.

At the 18th annual tribute to the Rev. Martin Luther King Jr., Alvin Poussaint, MD, spoke about the disparities in health care that he witnessed as a young physician working in Mississippi at the height of the Civil Rights Movement.



## May

*Older American Month • Asian Pacific-American Heritage Month*

**11 International Festival**  
11 a.m. – 3:30 p.m.  
Food, vendors, exhibits and entertainment  
Faculty Conference Room & Old Medical School Lobby.

**11 Boston Gay Men's Chorus**  
Amphitheatre I  
7:30 – 9 p.m.

**17 Cultural Connection to Health Care for the Asian Community**  
Shan Lu, MD  
Department of Medicine  
Goff S2-309 B/C  
Noon – 1 p.m.

**23 Aging and Health Disparities**  
Sonia Gebeshian, MA, LICSW  
Goff S2-309 B/C  
Noon – 1 p.m.

## New events celebrate inclusion and civility

### *Civility Awareness Day*

On September 28, 2006, the Medical School held its very first Civility Awareness Day program, "Choosing Civility for Life: A Conversation with Dr. P.M. Forni." The event was sponsored by the Civility Committee, a subcommittee of the Council on Equal Opportunity and Diversity. Featured speaker Dr. Forni is professor of Italian literature at Johns Hopkins University and co-founder of its Civility Project.

More than 100 members of the UMMS community attended the event and lecture by Forni, who said, "To be our best with others, we must think of ourselves as a good and accomplished person who does not have to prove his or her worth all the time; we must exercise restraint and practice empathy and consider the consequences the action we are about to take will have on others." Forni then signed his book *Choosing Civility* for attendees.

Not only was this the inaugural Civility Awareness event, it also marked the first time that a live UMMS community program was simultaneously broadcast by video streaming to employees at their desks via our intranet. This technology was made possible by the Multimedia Technology Group and the Desk Top Services team of the Information Services Department.

### *International Festival*

A celebration of cultures took place at the institution's first International

Festival this past May. Coordinated by the International Committee, a subcommittee of the Council on Equal Opportunity and Diversity, the festival began with a welcome address from Chancellor and Dean Aaron Lazare, who was followed by GSBS student Hema Bashyam and Mohan Pahari, a post-doctoral associate in surgery. They both shared stories about their home countries and expressed their excitement about belonging to the UMMS community.

The festival was characterized by colorful richness — from the flags of the 63 countries represented at UMMS to the traditional clothing employees and students wore in representing their homelands. It was also distinguished by international music and dance — the Raganjali School of Music and the South High School performers represented Trinidad-Tobago, Vietnam, Albania, Ghana, Egypt, Puerto Rico and the Dominican Republic. Greece and Burma were also represented, and



Members of the Civility Committee with Dr. P.M. Forni, center.



Members of the UMMS community at the International Festival

Asian cultures were experienced through Tae Kwon Do and Tai Chi demonstrations.

Employees had the opportunity to purchase crafts from around the world made available by the fair-trade vendor Ten Thousand Villages and

from several UMMS employees. They also shared tea and desserts from the five continents represented by the UMMS community.

The second annual International Festival is scheduled for Friday, May 11, 2007. ■

## Workforce trends

### *How demographics will shape the success of UMMS*

The evolution of the nation's demographics is beginning to have an impact on the workplace. These trends will transform organizational life.

One of the most significant trends relates to the aging of the workforce. At UMMS, 63 percent of workers are over the age of 40; within that group, 33 percent are over 50. This trend presents opportunities and challenges. Many organizations are implementing flexible scheduling programs, as well as enlisting mature workers to serve as mentors to new workers in order to retain institutional memory while capitalizing on their invaluable experience. Outside of work, many mature employees are caring for their parents or relatives. Care of elders by their children is a growing workplace issue for employees and employers alike. The Mature Workforce sub-committee of the CEOD has spent the last year reviewing issues around aging at UMMS.

The growing number of women in the workplace is another national trend evident at UMMS. Today, women comprise 61 percent of the UMMS workforce and that percentage will continue to increase. Women often face challenges in balancing motherhood, parental care and household management with professional demands. Institutions will need to respond by creating career development options that are flexible and supportive of women at home and at work. UMMS is paying attention to this trend through a number of the recommended work-life initiatives.

Our workforce will also grow with the addition of immigrants to Massachusetts. According to a recent MassInc report, in 2004, one of every seven Massachusetts residents was

born outside of the United States. That diversity is evident at UMMS, where employees come from 63 different countries. Prospective employees will speak languages and represent cultures that are non-European and non-Western and may wish to preserve their ethnic and cultural identity. Embracing these cultural differences among employees will call for managers to be responsive and understanding as they motivate, reward and build

productive departments and teams.

Our workforce must also be highly skilled and educated to meet competitive national and global demands. UMMS has already initiated development opportunities in both basic and job-related skills, English as a Second Language classes and other professional development and workplace learning opportunities in order to help employees remain viable in the workplace of the 21st century. ■

## Committees

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MACP, a School of Medicine alumna and president and CEO of the American Board of Internal Medicine. The awards program recognizes the accomplishments of women in science, medicine, education and service and, beginning with this program, the WFC presented its first mentoring awards to Chair of Family Medicine & Community Health Daniel H. Lasser, MD, MPH, and former Vice Chancellor for Faculty Administration Cheryl R. Scheid, PhD.

The committee closely collaborated with the Lamar Soutter Library in

presenting the National Library of Medicine's "Changing the Face of Medicine: Celebrating America's Women Physicians" exhibit in the summer and in hosting a roundtable discussion featuring Catherine D. DeAngelis, MD, MPH, editor-in-chief of the *Journal of the American Medical Association*.

Finally, the committee recently co-sponsored a talk with Janet Bickel, founder of the Association of American Medical Colleges' Office of Women in Medicine, about the need for leadership in creating a climate for women's success at academic health centers. ■

### **Focus on the Diversity and Equal Opportunity Office**

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Contributors to this issue:

Marian V. Wilson, PhD, Marlene S. Tucker,  
Nellie P. Toney, Bonnie J. Bray

Photography: Tony Maciag, Luigi Piarulli, MTG

Diversity and Equal Opportunity Office  
University of Massachusetts Medical School  
55 Lake Avenue North, Worcester, MA 01655  
508-856-2179

<http://inside.umassmed.edu/deoo>