



**CCSI**

Coordinated Care Services, Inc.  
Innovative Solutions in Human Service Delivery

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# **ANTI-RACISM CODE OF PRACTICE**

# About CCSI's Anti-Racism Code of Practice

Coordinated Care Services, Inc. (CCSI) recognizes that racism impacts all levels of CCSI. Our commitment to anti-racism is part of our wider commitment to equity, diversity, and inclusion.

CCSI understands racism is a particular form of exclusion faced by racialized minorities and ethnic groups. It is based on the false belief and bias that some "races" are inherently superior to others because of skin color, race, nationality, ethnic or cultural background. Racism denies people of their basic human rights, dignity, and respect, and poses an impediment the ability of our workforce to fully achieve their professional goals and desired outcomes.

## CCSI IS COMMITTED TO THIS CODE OF PRACTICE BECAUSE:

- We, like wider society, are challenged to demonstrate an intolerance of racism and a solidarity with those who experience it.
- Our organization is multi-ethnic and multi-cultural. Cultural differences challenge us to do things differently if we are to create positive outcomes for all.
- As in wider society, and other organizations, there is potential for racism in our organization and we seek to do what we can to prevent this from finding fertile ground.
- We are fully committed to complying with Federal, State and Local laws and regulations and to advancing equity within all organizational levels. (With an understanding that Federal, State and Local laws may continue to perpetuate systemic racism)

## CCSI COMMITS ITSELF TO MAKE RACISM A VISIBLE ISSUE THROUGH:

- Communicating the anti-racist value of our organization in the mission statement, strategic plans, operating principles, job descriptions, employee manual, client and vendor contracts, reports, publications, newsletters etc., and in the symbols and images we use and the messages we communicate.
- On-going examination of our own philosophy so that anti-racism is central to our mission and to approaching the work we do with an anti-racism lens.
- Continued awareness and professional development on racism and anti-racist/anti-oppressive practices for our Board of Directors, leadership, management, workforce members (any network user doing work with a CCSI Network User Account, also known as system credentials), and in our inter-project and partnership working arrangements.
- Including anti-racism expectations in employee supervision, quarterly conversations, and performance evaluations.
- Acknowledging the particular oppression of intersections of protected populations as defined by the U.S. Equal Employment Opportunity Commission (EEOC) and other various identities, including but not limited to: gender identity, gender expression, different abilities, members of LGBTQIA+ community, generation, family status, military veteran status, etc.
- Communicating and coordinating various discussions based on the Code of Practice during at least one workforce meeting annually.

*(Adapted from the Toolkit in Lynam, S. 'A Strategy Guide, Supporting the Implementation of the National Action Plan against Racism and Towards EU Year of Intercultural Dialogue 2008.')*



## **CCSI COMMITS ITSELF TO ENSURING OUR DECISION-MAKING PROCEDURES ARE ANTI-RACIST THROUGH:**

- Including the representation and participation of racialized minority & ethnic members from within our organization, service population, and region in our decision-making structures, capacity-building supports, and mechanisms.
- Networking with organizations that can articulate and represent the interests of racialized minority and ethnic communities, with the intent to build relationships and incorporate their input in key decisions and plans.
- Assessing all key decisions to remove disparate impact, racist and anti-oppressive implications, in support of positive outcomes for racialized minority and ethnic members of the organization.
- Making anti-racism measures a dimension of all processes and plans having formal governance reporting to the CCSI Board of Directors.
- Ensure all CCSI workforce members, Board of Directors, and community stakeholders/partners are made aware of their responsibilities in relation to the Anti-Racism Code of Practice.

## **TO PURSUE OUR ROLE AS EMPLOYER IN AN ANTI-RACIST MANNER THROUGH:**

- The way jobs postings are written and posted.
- Recruitment and interviewing practices.
- Opportunities for members of racialized minority and ethnic groups to be included in promotion opportunities.
- Actions taken to create the conditions for favorable employment outcomes for members of racialized minority and ethnic communities.
- Ongoing development opportunities for all leaders beginning at the supervisory level in understanding and operationalizing anti-racism practices.
- Designation a specific person from the Leadership team as the person who will oversee dealing with all racist incidents and notify all workforce members and stakeholders regarding his/her duties and expectations.
- Taking all the necessary and appropriate measures needed to protect the victims of racist incidents

## **TO PROMOTE ANTI-RACISM AND INTERCULTURALISM IN THE MATERIALS WE PRODUCE THROUGH:**

- Ensuring materials produced and published by CCSI are representative of and accessible to racialized minorities and ethnic members of the organization and community stakeholders in a way that can be translated into languages other than English and captures our anti-racist commitment.
- The inclusion of Anti-Racism Code of Practice updates the annual report (i.e. regarding racist incidents and a description of how they were addressed. Additionally, include upcoming activities that promote CCSI's anti-racist effort)

*(Adapted from the Toolkit in Lynam, S. 'A Strategy Guide, Supporting the Implementation of the National Action Plan against Racism and Towards EU Year of Intercultural Dialogue 2008.')*



## TO DEVELOP INTERCULTURAL APPROACHES TO OUR ACTIONS AND SERVICE PROVISIONS THROUGH:

- Gathering, utilizing, and making available to the workforce, information on the values, beliefs, needs and aspirations of racialized minorities racial and ethnic members of the organization and community served to inform our practices, protocols, and service delivery.
- Challenging incidents of racism as they arise within our organization, formally and informally using the Customer Based Employee Guideline document.
- Designing actions and services specific to racialized minorities and ethnic workforce members of the community-served where this will enhance access to and outcomes from our work for these groups, or where this will address culturally specific needs and a history of racism, oppression, and discrimination.
- Data collection, and analysis of the outcomes for racialized minorities and ethnic members of the organization and community-served, from our actions and services.

## TO DEVELOP RELATIONSHIPS WITH RACIALIZED MINORITIES RACIAL AND ETHNIC COMMUNITIES AND THEIR ORGANIZATIONS THROUGH:

- Networking and developing partnerships and relationships with these organizations in developing our plans.
- Utilizing these organizations as expert sources of information.
- Including these organizations on our mailing lists.
- Relying on these relationships as resources whenever appropriate.
- Consistently updating the preferred vendor list to include M/WBE certified and racially minority owned / operated businesses

## TO ACT IN SOLIDARITY WITH RACIALIZED MINORITY AND ETHNIC COMMUNITIES THROUGH:

- Supporting efforts pursued by these communities and incorporating issues impacting racialized minorities into our internal efforts.
- Raising the issues of racialized minorities in the various environments with which we are involved.
- Advocating anti-racist and anti-oppressive practices with and among local and national leaders and institutions.

## IMPLEMENTING THIS CODE OF PRACTICE:

Annual attestation of the receipt and understanding of the Anti-Racism Code of Practice will be required of all workforce members. The CCSI Board of Directors will receive a copy of the Anti-Racism Code of Practice annually and asked to acknowledge receipt and understanding.

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