



LOMA LINDA
UNIVERSITY
MEDICAL CENTER

LOMA LINDA UNIVERSITY MEDICAL CENTER

OPERATING POLICY

CATEGORY:	HUMAN RESOURCE MANAGEMENT	CODE:	I-104
SUBJECT:	JUSTICE THROUGH EQUITY, INCLUSION AND DIVERSITY	EFFECTIVE:	05/2021
		REPLACES:	- - -
		PAGE:	1 of 4

PRINCIPLE:

At Loma Linda University Medical Center (LLUMC), our calling to justice through equity, inclusion and diversity means providing opportunity and access for ALL people. These principles are critical to continuing the teaching and healing ministry of Jesus Christ. Our aim is to foster a culture where each person in the LLUMC community feels valued, supported, and empowered to achieve individual and collective goals. Excellence in justice through equity, inclusion and diversity is aspirational. It is achieved when populations are represented at all levels.

LLUMC does not and shall not unlawfully discriminate on the basis of marginalizing characteristics such as race, color, religion, gender, sexual orientation, gender identity, national origin, medical condition, physical handicap, mental condition, veteran's status, or age in the provision of any of its services. Further, LLUMC is committed to providing a work environment that is free of unlawful discrimination, including discriminatory and exclusionary behaviors, and demonstrates a commitment to diversity, equity, and inclusion in its policies and practices. In keeping with this commitment, LLUMC strictly prohibits all forms of discrimination, based on, but not limited to, the above marginalizing characteristics. Also prohibited is retaliation of any kind against individuals who file complaints in good faith, or who assist in an LLUMC investigation. ¹

¹ *Loma Linda University Medical Center* does not unlawfully discriminate against any individual on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, medical condition, physical disability, mental condition, veteran's status, or age. LLUMC complies with all federal, state and local discrimination laws including but not limited to the Civil Rights Act of 1964, the Equal Pay Act, the Rehabilitation Act of 1973, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and the Vietnam Era Veterans Readjustment Act of 1974. LLUMC complies with all applicable requirements of affirmative action laws, including but not limited to Executive Order 11246. LLUMC is a religious nonprofit corporation and holds various rights, privileges and exemptions under federal and state constitutions and laws as an educational institution, including but not limited to 42 USC secs. 2000e-1, 2000e-2; Federal Executive Order 11246 (as amended); 41 CFR secs. 60-1.1(a)(5); 20 USC sec 1681(a)(3); 34 CFR secs. 106.12(a)(b), 106.21, 106.31, 106.39, 106.40, 106.51 and 106.57; California Government Code sec. 12926(d)(1); and Title II, Division 4, Chapter 2, Sec. 7286.5 of the California Code of Regulations, the First Amendment to the United States Constitution and Article I, sec. 4 of the California Constitution.

A. DESIRED OUTCOMES

1. For purposes of this policy, justice through equity, inclusion and diversity outcomes include, but are not limited to:
 - 1.1 Hiring processes that reflect broad representation.
 - 1.2 Sourcing pipelines to create an expanded candidate pool beyond familiar relationships.
 - 1.3 A culture that is inclusive and reflects the diversity of LLUMC community.
 - 1.4 Dress code/appearance to reflect acceptance of a diverse population.
 - 1.5 Decision-making that represents diversity of thought.
 - 1.6 Course materials and training scenarios that reflect the diversity of our community and cultures in both the providers (leaders) and the participants.
2. To the extent possible, confidentiality shall be respected, and those notified shall be only those with a need to know of the investigation of a complaint and any subsequent action taken in response to the complaint.

B. EMPLOYEE RIGHTS AND RESPONSIBILITIES

1. LLUMC employees, applicants for employment, contract employees, students, physicians, residents and fellows, volunteers and vendors shall not engage in discriminatory and exclusionary behaviors. Those found to have acted in violation of this policy shall be subject to appropriate disciplinary action, including warnings, reprimands, suspensions, and/or discharge.
2. Employees who, without establishing a pattern of doing so, engage in isolated conduct of the kind described in Supplemental Material attached, may be directed to undertake an educational program designed to help them understand the harm that they are doing. Nonetheless, LLUMC retains its right to discipline, up to and including termination, when any such conduct is substantiated.
3. Employees shall be guaranteed that complaints of violations as described in the Supplemental Material, shall be taken seriously and investigated. All complaints of unlawful discrimination, and/or discriminatory and exclusionary behaviors, shall be reported promptly to Human Resource Management (HRM) either by the employee directly, or by the supervisor to whom it was reported. NOTE: Those observing unlawful discrimination, and/or discriminatory and exclusionary behavior, shall report it to HRM immediately. The complainant need not be the target.
4. Retaliation against an employee for complaining of or for reporting discrimination, or for cooperating with an investigation shall be prohibited and subject to disciplinary action.

CATEGORY: HUMAN RESOURCE MANAGEMENT

CODE: I-104

SUBJECT: JUSTICE THROUGH EQUITY, INCLUSION, AND
DIVERSITY

PAGE: 3 of 4

5. Intentionally lying about, falsely denying, exerting pressure, or otherwise attempting to cover up conduct such as that described in the Supplemental Material shall be prohibited and subject to disciplinary action. Employees are expected to provide full cooperation during an investigation, as directed by HRM.
6. Employees subjected to discrimination may, if possible or feasible:
 - 6.1 Inform the alleged perpetrator that their conduct is considered offensive and should stop.
 - 6.2 Immediately notify their supervisor, or if the supervisor is the alleged perpetrator, notify the supervisor's superior and HRM and include:
 - a. The facts of the incident or incidents
 - b. The names of the individuals involved

NOTE: There shall be no retaliation for making a complaint in good faith. If the employee is in doubt about whether discrimination or retaliation has occurred, he or she should contact HRM for clarification and assistance.

7. The employee may also file a complaint of unlawful discrimination with the Federal Equal Employment Opportunity Commission at 255 East Temple Street, 4th Floor, Los Angeles, CA 90012, (800) 669-4000, or with the California Department of Fair Employment and Housing, 2218 Kausen Drive, Suite 100 Elk Grove, CA 95758, (916) 478-7251.
8. A complainant found to have been intentionally dishonest in making the allegations shall be subject to discipline.
9. Questions about this policy may be addressed to the HRM Department

C. HRM RESPONSIBILITIES

1. Employee Relations is responsible for receiving and investigating complaints, and for recommending appropriate action to management.
 - 1.1 A prompt and thorough investigation shall be conducted, with confidentiality maintained to the extent possible.
 - 1.2 Upon completion of the investigation, where warranted, appropriate corrective action shall be taken to eliminate the discrimination, which may include, but not be limited to:
 - a. Counseling
 - b. Reassignment
 - c. Discipline, up to and including termination

CATEGORY: HUMAN RESOURCE MANAGEMENT

CODE: I-104

SUBJECT: JUSTICE THROUGH EQUITY, INCLUSION, AND
DIVERSITY

PAGE: 4 of 4

D. TRAINING EDUCATION AND DISSEMINATION OF POLICY

1. This policy shall be disseminated to LLUMC employees through publication, websites, new employee orientations, and other channels of communication.
2. LLUMC shall provide training to supervisors and employees as designated.

Related Policies:

[Organizational Values \(A-37\)](#)

[Non-Discrimination and Anti-Harassment \(I-39\)](#)

APPROVERS: Hospital Executive Leadership, LLUMC Board, LLUMC Chief Executive Officer



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SUPPLEMENTAL MATERIAL

CATEGORY:	HUMAN RESOURCE MANAGEMENT	CODE:	I-104.A
SUBJECT:	DEFINITIONS AND EXAMPLES	EFFECTIVE:	05/2021
		REPLACES:	---
		PAGE:	1 of 2

DEFINITIONS:

Cultural competence/ cultural humility	The ability to interact effectively across various facets of diversity, to flex with differences. Cultural competence/humility is what we need to be inclusive. It requires (1) being self-aware of your own culture, assumptions, values, styles, biases, attitudes, privilege, etc.; (2) understanding others' cultures, assumptions, values, styles, biases, attitudes, privilege, etc.; and (3) based on this knowledge, understanding your potential impact on others and interacting with them in an appropriate way.
Disparate treatment	When decisions such as promotions, hiring practices, schedules, advancement opportunities, and access to resources are based on marginalizing characteristics specified in this policy.
Derogatory language	Words or comments that have the impact of belittling or defaming individuals based on marginalizing characteristics.
Marginalizing Characteristics	For the purpose of this policy, marginalizing characteristics include race, color, gender, sexual orientation, gender identity, national origin, medical condition, physical handicap, mental condition, age, and/or veteran's status.
Microaggressions	The verbal, nonverbal, and environmental slights, snubs, stereotypes, insults, or belittlement, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon discriminatory belief systems. They can feel small or subtle to the person engaging in the behavior, but the impact can be large for the recipient. If experienced chronically, the cumulative experiences can result in destructive outcomes.
Slurs	Damaging or insulting language, allegations or insinuations directed toward or about an individual targeting a marginalizing characteristic.
Stereotype	A form of generalization rooted in blanket beliefs and false assumptions, processes of categorization that can result in a prejudiced attitude, uncritical judgment, and intentional or unintentional discrimination.

Chapter 2, Sec. 7286.5 of the California Code of Regulations, the First Amendment to the United States Constitution and Article I, sec. 4 of the California Constitution.

EXAMPLES

1. For purposes of this policy, discriminatory and exclusionary behaviors include, but are not limited to:
 - 1.1 Disparate treatment, slurs, derogatory language, microaggressions, hate speech, stereotypes, or lack of consideration in work-related interactions.
 - 1.2 A pattern of conduct that would discomfort and/or humiliate a person at whom the conduct was directed, including displaying posters, calendars, graffiti objects, promotional materials, reading materials, or other materials that are demeaning. This includes the use of computers and cell phones, including the Internet and the e-mail system, to transmit, communicate, receive, or print pictures, messages or materials containing the same.
 - 1.3 Engaging in isolated conduct, or exhibiting a pattern of such conduct as described above.