

Department of Consumer and Business Services

DCBS is committed to building a workplace that rejects bias and discrimination while developing an environment in which all employees feel safe, can express themselves, and, most importantly, thrive.

Diversity is the quality of being different or unique at the individual or group level. This includes age; ethnicity; gender; gender identity; military status; language differences; nationality; parental status; physical, mental, and developmental abilities; race; religion; sexual orientation; skin color; socio-economic status; work and behavioral styles; and the perspectives of each person shaped by that individual's nation, experiences, and culture. Even when people appear the same on the outside, they are different.*

Equity is giving everyone what they need to be successful. Equality is treating everyone the same. Equality aims to promote fairness, but it can work only if everyone starts from the same place and needs the same thing. We must first ensure equity before we can enjoy equality.

Inclusion is a state of being valued, respected, and supported. Inclusion should be reflected within DCBS culture, practices, and relationships that support a diverse workforce for all people to achieve their full potential. We build a culture of belonging by actively inviting the contribution and participation of all employees.

* Definition from the United Way

Diversity: Expanding Our Views

We all contribute to the diversity, equity, and inclusion of DCBS

1. Use respectful and inclusive language, and avoid labels.
2. Pay close attention to body language. The way we all use our body and facial expressions sends powerful messages that sometimes might be misinterpreted, so it is important to pay attention and ask questions.
3. Take the time to learn how to pronounce their name correctly. You might also ask if the name has particular meaning in their language or if they were named for someone. Remember, our names are part of our identity; they link us to our family and history.
4. Use the name and pronoun preferred by your co-worker or customer, even when they are not around. If you are unsure which pronoun a co-worker prefers, ask.
5. Check your biases and assumptions. We all have biases based in our history, culture, or ethnicity that can affect how we behave toward others who are different from ourselves. By continuously checking and challenging the assumptions we make about others, we become more inclusive.
6. One of the best methods to understand and learn from each other – as well as gain new insights about ourselves – is through celebrating different people and their cultures.

