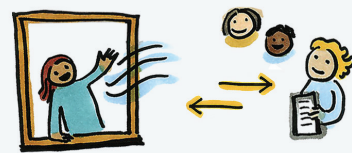


A

Accessibility A means of making sure that everyone can use and benefit from services. This includes offering different ways to get help and adapting them to meet the diverse needs of people who use crisis support.

Accountable space A place where people commit to respect, honesty and responsibility for how their actions and words might affect others. It emphasizes openness to feedback and working together to fix things when harm is done.



Ally A person who learns about the struggles of people facing discrimination and actively supports them in fighting against it.

Anti-racism Actively working to find and stop racist behaviours, rules and systems. It means pushing for fairness, giving a voice to those often ignored, and fixing power imbalances to make things more inclusive.



B

Barriers Obvious or subtle obstacle(s) that prevent some people from accessing, using or doing things that others can readily access, use or do. These obstacles can be physical, financial, informational, or related to policies and practices.



Brave space A place for group learning where people are encouraged to be courageous and engage in open discussion about diversity and social justice, even if it's uncomfortable. Ground rules are often created together to guide these discussions (Arao and Clemens, 2023).

C

Cisgender A gender identity that society considers to “match” the biological sex a person was assigned at birth. A term used to describe people who are not transgender, and the unearned advantages they are granted because they are cisgender.

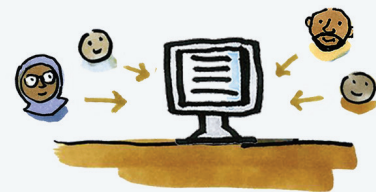
Cultural humility A commitment to learning about and respecting people's cultural

identities, histories and daily experiences, while also recognizing power differences and personal biases.

Cultural safety A person's experience of feeling genuinely safe, respected and valued. It occurs when service providers recognize and address power imbalances, respect cultural identities and acknowledge a person's values, traditions and beliefs without judgment.

D

Digital accessibility Making sure digital content (like websites, apps and software) can be used by everyone, including people with disabilities. This means making sure content is easy to see, use, and understand.



Discrimination Unfair treatment of a person or group of people that limits their opportunities as compared to others. This can be direct (e.g., refusing someone service based on their race) or indirect (e.g., policies that undermine certain groups). It often reinforces systemic inequalities.

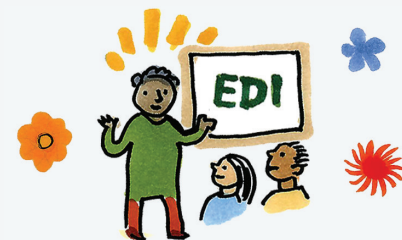
Diversity The presence of various people in a group or society, including differences in race, ethnicity, gender, sexual orientation, age, ability, social class, religion, and cultural background. It emphasizes the importance of understanding, valuing, and respecting these differences to create fair and inclusive environments.



Equity The removal of barriers and biases that prevent people from accessing the same opportunities. Equity recognizes that to achieve fairness different people may need different levels of support.

E

EDI competency The ability to demonstrate knowledge, skills and attitudes that promote equity, diversity and inclusion (EDI). This means understanding, respecting and advocating for the fair treatment of everyone, and building inclusive environments in both personal and professional settings.



Equality The principle of treating everyone the same by giving them the same resources and opportunities. Equality does not necessarily lead to fair outcomes since it does not consider people's unique experiences and differing situations.

H

Healing-centred approach A way to foster resilience and well-being in people by incorporating culturally relevant practices. This approach acknowledges past and present challenges both personal and societal, and focuses on empowerment and community strengths in the healing process.

I

Inclusion Making sure people feel like they belong and that their input is valued by the whole (group, organization, society, system, etc.), particularly in decisions that affect their lives. This includes bringing in people who have been traditionally left out of processes, activities or decision-making and sharing power with them.

Institutional racism Racism within organizations and institutions through discriminatory treatment or unfair policies that produce unequal outcomes for people of colour and advantages for white people.



Internalized racism Privately held beliefs about the superiority of white people and the inferiority of people of colour. Among people of colour, it can take the form of internalized oppression. Among white people, it can take the form of internalized racial superiority.

Interpersonal racism The expression of racism between individuals. It occurs when people's private beliefs affect their interactions.

Internationality A framework that describes how social identities such as race, gender and class can overlap and create unique experiences of discrimination and privilege (Crenshaw, 1989).

Intersectional stigma Stigma that is a result of multiple marginalized identities (e.g., race and 2SLGBTQI+ status), leading to increased discrimination and social exclusion.

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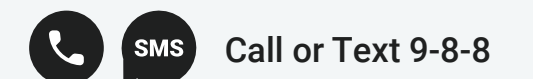
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J

Justice The process of dismantling unfair systems and structures to create fair treatment for everyone. Justice involves addressing past and present harms and creating conditions for equity. It requires a systemic approach to correct power imbalances and foster accountability.

L

Linguistic sensitivity Using language that respects cultural differences and ensures accessibility. Understanding how words can promote inclusivity and tailoring communication to be relevant and respectful to different cultural and linguistic backgrounds.



M

Microaggressions Subtle, often unintentional, comments or actions that demean people. Common examples: interrupting someone from an equity deserving group or questioning their qualifications.

P

Peer support A collaborative approach where people with shared experiences offer each other emotional, social and practical support. This fosters understanding, empowerment and a sense of community, often creating a space for healing and growth.

Positionality The ways in which one's social and cultural context, including race, gender, class, and ability, shapes their perspective, knowledge, and engagement with the world (Alcoff, 1991).

Power The ability to influence decisions, control resources (e.g., land, government, money) and decide how things are run. Power dynamics are often shaped by factors like race, gender or socioeconomic status, and can be expressed in both direct and subtle ways.

Privilege Unearned advantages given to specific groups of people because of their social identities (such as race, gender, religion, class, ability status, sexuality, age or education). Privilege can be experienced on personal, social or institutional levels. Groups that hold privileges (e.g., white, male, wealthy, able-bodied, etc.) have historically held more power.

Psychological safety

An environment where people feel comfortable expressing themselves, sharing ideas and addressing concerns without fear of being ridiculed, punished or excluded. Creating psychological safety involves addressing microaggressions and promoting inclusion and respect.



R

Reconciliation A process of building meaningful collaboration and mutual respect by adding Indigenous knowledge and practices into systems and policies without engaging in cultural appropriation. It seeks to address past injustices and to respect Indigenous self-determination.

Reflexivity The process of looking at how our experiences and beliefs are shaped by the world around us. It asks us to consider how our different identities affect our interactions with others. By being reflexive, we can recognize our biases, engage more thoughtfully, and work toward fairness and justice.

Relatability The ability to connect with others based on shared experiences, emotions or understanding. This helps build empathy and enhances communication and rapport.

Reliability Being consistent and dependable in meeting obligations and expectations. This builds trust and a sense of safety and predictability within relationships and communities.

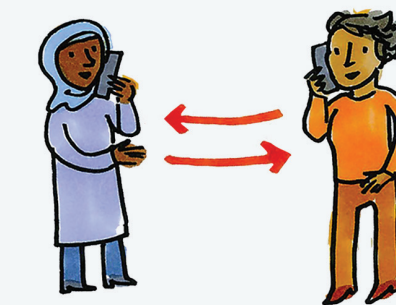
S

Safe space A space where people feel safe to express their honest thoughts and attitudes without fear of ridicule or judgment based on their identity or experiences, and where there is no pressure to educate.

Self-care The practice of maintaining physical, emotional and mental well-being through healing activities. It is essential for building resilience, especially in demanding roles, and helps prevent burnout.

Social determinants of health

The conditions in which people are born, grow, live, work and age that affect their health. These include factors like income, class, education, neighbourhood, and access to healthcare, food and clean water.



Stereotypes Oversimplified, generalized beliefs about a group of people that often lead to misunderstandings and prejudice. They are typically based on limited information and ignore individual differences.

Stigma Negative attitudes, beliefs or behaviours directed toward people because of their situation in life. This includes discrimination, prejudice, judgment and stereotypes.

Structural competence The ability to recognize and address how systemic policies, institutions and societal structures create and maintain barriers for marginalized communities.

Structural racism A system in which public policies, institutional practices, cultural norms and other factors work together to maintain racial inequality. It is racial bias across society and within institutions that results in advantages for white people and disadvantages for people of colour.

T

Transparency Communicating clearly, honestly and consistently to build trust and ensure people understand processes, decisions and expectations. This extends to organizations openly communicating systems, policies and practices to foster accountability, reliability and trust.

Trauma and violence-informed approach Policies and practices that recognize the links between violence, trauma, negative health outcomes and behaviours.

Trauma-informed principles Principles that recognize the impact of trauma and prioritize healing through safety, trust and empowerment. They emphasize understanding trauma, creating safe environments, offering choice and collaboration, practicing transparency, valuing cultural humility and focusing on strengths and resilience.

Trust The confidence, especially for those from communities facing systemic barriers, that a service will provide culturally sensitive, non-judgmental and safe support, and prioritize their dignity, confidentiality and specific needs.

9-8-8

Suicide Crisis Helpline



 EQUITY COLLABORATIVE:
COMMUNITY OF PRACTICE

Glossary for crisis responders

Effective crisis support starts with understanding. This Glossary is a resource for crisis responders, mental health professionals, and community members, providing clear definitions of key terms related to mental health, equity, and inclusive care. By fostering a common language, we create safer, more supportive spaces for those in crisis.