DOVER HUMAN RELATIONS COMMISSION

The Dover Human Relations Commission (DHRC) meeting was held on November 17, 2016 at 6:06 p.m. with Chairman Henderson presiding. Members present were Mr. Gaddis, Reverend Paige, and Mrs. Sadusky. Ms. Bogle and Ms. Mullen were absent.

AGENDA ADDITIONS/DELETIONS

Mr. Gaddis moved for approval of the agenda, seconded by Reverend Paige and unanimously carried.

Chairman Henderson welcomed Mr. Gaddis as a new member of the Dover Human Relations Commission representing the Third District.

Election of Committee Chairs - Communications and Government Policy, Programs, and Practices Committees

Mr. Henderson noted that the positions of Chair were open for the Communications and Government Policy, Programs, and Practices Committees.

Mrs. Sadusky moved to open the floor for nominations for Chair of the Communications Committee, seconded by Mr. Gaddis and unanimously carried.

Mr. Henderson advised that the Communications Committee had outlined objectives from past meetings and suggested that the minutes from the previous meetings be reviewed to get an idea of the direction to go in, noting that there was flexibility in terms of what the Communications Committee would do.

Mr. Henderson moved to nominate Reverend Rita Mishoe Paige to serve as Chair of the Communications Committee.

There being no further nominations, Mr. Henderson closed the floor for nominations.

By unanimous consent, Reverend Rita Mishoe Paige was elected to serve as Chair of the Communications Committee.

In response to Reverend Paige, Mrs. Jody Stein, Administrative Assistant, City Clerk's Office, explained that Election of Chairs was placed on the agenda for both the Communications Committee and the Government Practices, Policies, and Procedures Committee. Chairman Henderson noted that the Government, Policies, Practices and Procedures Committee, which Mr. James McGiffin had previously chaired, was still open.

DHRC Committee Updates

Community Engagement Committee (Mullen)

No update was provided.

Education Committee (Bogle)

No update was provided.

Old Business

DHRC Diversity Research Project

During the Dover Human Relations Commission Meeting of October 18, 2016, members considered the DHRC Diversity Research Project. Mr. James McGiffin, former DHRC Commissioner, stated that he had written up the results of the DHRC questionnaire and survey in the DHRC Diversity Research Project report, which was distributed to members of the Commission, and he hoped that members would read and react to the report by making observations and possibly developing recommendations. Mr. McGiffin and Mrs. Sadusky had submitted observations; however, Mr. McGiffin stated that the other members had not. He indicated that it would be helpful for a couple of people to develop a plan regarding the observations and conclusions from the report outside of a DHRC meeting. Mrs. Sadusky offered to work with Mr. Henderson on developing a plan.

Members were provided recommendations in response to the DHRC Diversity Research Project developed by Mr. Henderson and Mrs. Sadusky ***(Attachment #1)***. Mr. Henderson noted that Question #1 in the Diversity Research Project questionnaire was, "Are diversity and cultural competency articulated as values in any mission/vision/value statement developed by the City?" Mr. Henderson noted that Mr. McGiffin had indicated in his observation regarding Question #1 that, "The professional leadership was surprisingly unaware of the published statements about diversity." Mr. Henderson explained that he and Mrs. Sadusky went to the City of Dover website, which he stated was a work in progress, to see whether the various departments had the word "diversity" in their mission statements and found that they did not. He indicated, therefore, that the response to Question #1 was that diversity and cultural competency were not articulated as values. Mr. Henderson advised that he and Mrs. Sadusky recommended that the City add "cultural competence" to the City of Dover mission statement and that this statement be seen as the City's website is opened up.

Mr. Henderson noted that he and Mrs. Sadusky had focused on the first three (3) questions in the survey, because these questions provided answers to the other questions, which were almost repetitive. For example, Question #5, "Is there any history, event, symbol, figure that affects diversity and cultural competency?" He stated that they felt that if the City's mission statement reflected diversity and cultural competency, this would be passed on through the departments.

Mrs. Sadusky advised that she had obtained the City of Dover mission and vision statements ***(Attachment #2)*** from Mrs. Traci McDowell, City Clerk. She indicated that she and Mr. Henderson had thought that diversity was mentioned in the mission statement; however, in actuality it was in the vision statement. Mrs. Sadusky stated that she and Mr. Henderson recommended that cultural competence be added to this.

Mr. Henderson advised that more work needed to be done before submitting the report to City Council, noting that the Commission now had recommendations; however, observations and conclusions needed to be developed, as stated on the last page of the DHRC Diversity Research Project Report. Mr. Henderson noted that Mrs. Sadusky had recommended diversity training of some type and asked her to elaborate. Responding, Mrs. Sadusky explained that the idea for annual diversity training came from a comment that Reverend Paige had made to her that most State agencies, including Reverend Paige's employer, require annual diversity training. Mrs. Sadusky

stated that she thought it would be a good idea to have annual diversity and cultural competence training. She noted that she had heard the term "cultural competence" for a number of months and had not known what it meant until she spoke with Mr. Henderson. Mrs. Sadusky indicated that any kind of training that the City could do for their employees would be beneficial to everyone.

Noting that Mr. Gaddis had been a Spanish teacher, Mr. Henderson stated that Recommendation #10, "The City of Dover leadership will strive to make its services accessible to people with limited English proficiency," spoke almost directly to Mr. Gaddis. Responding, Mr. Gaddis explained that he had been a high school Spanish teacher and had worked with a Cuban refugee family for half of his freshman year at Rutgers while they were sponsored by a local church, which was a fascinating experience. He stated that these individuals were highly-paid professionals in Cuba who had a home on the beach as well as a home in town; however, their limited language ability put them into unskilled jobs. Mr. Gaddis advised that it had been his intent to help them learn English; however, he learned more from them than they did from him.

Mr. Henderson asked if members understood the definition of cultural competency, stating that he had his own idea of cultural competency and diversity. Responding, Reverend Paige stated that cultural competency means that an individual coming from one culture is just as competent as someone else coming from a different culture, and Mr. Henderson agreed.

Mr. Gaddis stated his opinion that cultural competence is acceptance of the person you are confronting, regardless of who that person is or where they came from, and treating that person with respect and normal human dignity, even if you may disagree with them. He indicated that he tried to get across to his foreign language students that you have to look at and accept what is there before making a judgment, explaining that you meet a new person, accept that the person is a different individual, and make a judgment after getting to know them. He stated that you do not have to like the person or like Spanish, but must give the person a chance to get to know you and give yourself a chance to know them, regardless of origin. Mr. Gaddis noted that, in applying this to a city like Dover, it would be hard to cover every language that would be spoken in the population. He explained that he could not deal with those who speak Chinese or Russian; however, must try to help and respect them.

Mr. Henderson stated that he would describe cultural competency as acceptance of a person's background, noting that you may not understand it but you still accept and are sensitive to their background and diversity. He advised that he is enraged when people make insensitive jokes about others. Mr. Henderson stated that he thought competency is related to the word "component," explaining that all people are part of our community, and there should be a sensitivity toward that.

Mr. Henderson referred to Recommendation #8, "The City of Dover will provide stimulating, educational inservice training (about 4 hours) annually for all members of its staff, including leadership. This can include video presentations, (i.e., "Cracking the Code"), outside speakers, discussion etc." He advised that he had seen "Cracking the Code," which was an excellent movie. He noted that training that brings in outside speakers and discussions would help people understand that it is not all about them and the way that they see the world.

Mr. Gaddis advised that he was a fan of "Star Trek: The Next Generation" and had shown an episode called "Dharma" in his classroom that was a prime example of attempting to communicate and trying

to understand communication in a totally different context. He explained that the Star Trek crew eventually came to understand how another culture communicated through metaphor. Mr. Gaddis indicated that different expressions were repeated until a crew member finally understood what it meant and was then able to use metaphor as well. He stated that he found it fascinating, explaining that it was similar to what non-English speakers encounter when listening to people who speak English. Mr. Gaddis indicated that this is also what people who speak English encounter if they try to understand people who do not speak English, noting that the "if" is a problem.

Mr. Henderson informed members that he had attended a Delaware State Human Relations Commission seminar where an eye-opening film was shown that talked about Hispanic culture and was as good as "Cracking the Code." He noted that the Hispanics had gone into zones where other businesses would not go, improving the community and enhancing the city. Mr. Henderson indicated that diversity and cultural competency are good for the community and that it makes sense to open a community to all God's people.

Mr. Gaddis stated that other people do not realize that getting to know another culture is good for each individual and makes them more sensitive.

Mr. Henderson reiterated that the Commission had observations and recommendations related to the Diversity Research Project, and the next step would be to join the observations and recommendations. He stated that he would be willing to tackle this challenge. Mrs. Sadusky suggested that she and Mr. Henderson meet one (1) more time before the next DHRC meeting to work on joining the observations and recommendations.

Mrs. Stein advised that after the report was finished, it would go to Council for review and consideration. She indicated that the observations and conclusions would be inserted in the report, noting that Mr. McGiffin had completed the other portions of it. Mrs. Stein explained that the report would first be considered by the DHRC for review and approval.

Mrs. Sadusky stated that Mr. McGiffin's report looked pretty thorough and asked if it needed to be polished up. Responding, Mrs. Stein explained that Mr. McGiffin had asked members to provide input regarding their observations, conclusions, and recommendations, noting that input was received from Mr. McGiffin and Mrs. Sadusky. She noted that Mr. Henderson and Mrs. Sadusky had submitted recommendations and the idea was to link the recommendations with what members observed from the study.

In response to Mr. Henderson, Mr. Gaddis stated that he would be interested in working on completing the report.

Mrs. Sadusky moved that she, Mr. Henderson, and Mr. Gaddis would get together before the next DHRC meeting to summarize the recommendations and observations and put them together in a concise form, seconded by Mr. Gaddis and unanimously carried.

Mr. Gaddis offered his home as the site for this meeting.

Development of Concise Statement - Mission and Functions of DHRC

During the Dover Human Relations Commission meeting of October 18, 2016, members considered the Development of Concise Statement - Mission and Functions of DHRC and tabled the discussion regarding the development of "an elevator speech."

Mrs. Sadusky reminded members that they had planned to come up with a thumbnail description that would let people know what the DHRC does and what members do on the Commission, so that members would all be unified in what they say, if they are asked. She suggested that this be taken from the mission and vision statements in the City of Dover Human Relations Commission Strategic Plan 2015-2018.

Mr. Henderson asked if the mission was for each member to come up with an explanation. Responding, Mrs. Stein explained that the idea was for members to provide input so that they could agree on a brief summary. She indicated that she was unsure if members had thought about this or brought any suggestions to the meeting.

Mr. Gaddis noted that the vision statement was brief and indicated that he thought that members were trying to cut the three (3) paragraphs of the mission statement down into a sentence or two (2).

Mr. Henderson noted that this matter had been tabled during the last meeting and suggested that members agree to look over the mission and vision statements to come up with a plan at the next meeting. Responding, Mrs. Sadusky suggested that members look over just the mission statement. Mr. Henderson agreed, stating that the vision statement was good, but the mission statement could be capsulized into something shorter.

Mrs. Sadusky asked if members should send their comments to Mr. Henderson. Responding, Mrs. Stein stated that members could email their input to the City Clerk's Office for inclusion in the packet for the next meeting.

Mrs. Sadusky asked if members were looking for two (2) or three (3) sentences, and this was confirmed by Mr. Henderson.

Mrs. Stein noted that Ms. Bogle had termed this statement as an "elevator speech."

Mrs. Sadusky suggested that members come up with a deadline as to when they should submit information to the City Clerk's Office regarding their summaries. After further discussion, members agreed to establish a deadline of January 6, 2017.

DHRC Vacancies

Mr. Henderson noted that the Commission had a vacancy in the Fourth District and no representatives from the First District.

Mrs. Sadusky stated that she lives in the First District and asked if anything had happened with the recommendations that she had made for members. Responding, Mrs. Stein stated that one (1) gentleman had picked up an application but it had not been received by the City Clerk's Office. In response to Mr. Henderson, Mrs. Stein explained that the gentleman was from the First District.

Mr. Gaddis suggested getting in touch with a clergy person for a suggestion as to who might want to serve, and to get that person to at least apply. Responding, Reverend Paige pointed out that she and Mr. Henderson were both clergy and indicated that she was thinking of another attorney. Mrs. Sadusky stated that this was a good idea.

Mr. Gaddis suggested putting an ad in the Delaware State News or Dover Post. Responding, Mr. Henderson advised that it was the job of City Council to appoint people from each district, noting that he had been approached by Councilman Hare. Mr. Henderson indicated that he had been asking for additional members and they had been coming through. He explained that Council President Timothy Slavin is responsible for getting members on the Commission and stated that he would continue to press him. Mr. Henderson stated that a couple of months ago the DHRC was a great commission, everybody was involved, and things were happening. He explained that several members had resigned from the Commission since DHRC members cannot hold any other elected or appointed offices while serving. Mr. Henderson stated that there were currently four vacancies, which was approximately half of the Commission.

Mr. Gaddis expressed his understanding that the current DHRC was the second iteration of the Commission.

Mrs. Sadusky stated that she would mention the DHRC to her neighbor, who had expressed an interest. She advised that she had received an email from him and suggested that he contact the City, so she was unsure what happened and would double check with him. In response to Mr. Henderson, Mrs. Sadusky stated that her neighbor lived in the First District. She noted that this individual had served on the previous Commission, and he also had a neighbor who had expressed an interest.

Future Meeting Dates

After discussion, members agreed to schedule the next meeting for Thursday, January 19, 2017 at 6:00 p.m.

Reverend Paige moved for adjournment, seconded by Mr. Gaddis and unanimously carried.

Meeting adjourned at 6:53 p.m.

Theodore A. Henderson
Chair

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Attachment
Attachment #1 - Response to the DHRC Diversity Research Project developed by Mr. Henderson and Mrs. Sadusky
Attachment #2 - City of Dover Mission and Vision Statements

In response to the the Dover Human Relations Commission's Diversity Research Project, The Dover Human Relations Committee wishes to make the following recommendations to the City of Dover Council, requesting they be seriously considered for adoption or implementation during 2017.

First of all, however, The DHRC would like to commend the City of Dover for their very fine Mission Statement, which clearly expresses the importance of diversity to the city.

Recommendations:
Cultural Competence can be defined as "A set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professionals and enable that system, agency or those professions to work effectively in cross-cultural situations.

1. Add the words "cultural competence/competency" to the end of Dover's Mission statement, so it would read: "... where all citizens are heard, enjoy a high quality of life, and where diversity is valued and cultural competence is promoted."

2. The City of Dover's Mission and Vision statements should be visible on the first page of the City of Dover's website, so that it is the first thing one sees when looking up our fine city.

3. Each department's main page should reflect the City of Dover's mission and vision statement within their statement on their first page that tells about their department. Some great examples of this are found on the City Clerk, the Human Resources and the City Council's pages.

4. Economic Development Department will develop a statement and goal that reflects the value of fair hiring practices of contractors, exemplifying the diversity of contractors in Kent County and in Dover/ Delaware.

5. All Department leadership and staff members will be made aware of the City's mission Statement and the importance of the values of diversity and cultural competence to our city's Mayor and leadership.

6. The Mayor's page will reflect at least one statement that shows he values diversity within our city and strives for honoring this part of the vision and mission statement of the city.

7. Ensure the City's Mission and Vision Statements are prominently posted in City Hall and within each department for all to read.

8. The City of Dover will provide stimulating, educational inservice training (about 4 hours) annually for all members of it's staff, including leadership. This can include video presentations, (i.e. Cracking the Code), outside speakers, discussion etc.

9. Dover's Human Resources Department will adopt a particular measure for employee and customer satisfaction, for regular use.

10. The City of Dover leadership will strive to make it's services accessible to people with limited English proficiency.

11. Community Clean-up Day and the disbanded Youth Advisory Council are good examples of the City's efforts to promote diversity in the workplace. More activities like this can be initiated. Additionally, events that promote diversity and cultural competence education will be advertised and encouraged to be attended by city staff members. (suggestion: members of one dept. attend each major event each year. Ex. The Finance Dept leadership will attend the African American Festival. At least two leadership personnel from the City Manager's office will attend a library sponsored event about diversity.)

City of Dover

VISION

The City of Dover is a place where people want to live! Through the team effort of its elected officials, employees, and citizens, Dover is a clean and safe community with a future of balanced growth and opportunity where all citizens are heard, enjoy a high quality of life, and diversity is valued.

MISSION

It shall be the mission of the City of Dover to advance the following policies and projects however and whenever possible:

- *Establish a Regional Library in Dover.*
- *Promote Homeownership and Affordable Housing.*
- *Maintain and Improve the City's Infrastructure and Implement Brown Water Solutions.*
- *Strengthen Property Maintenance and Enforcement.*
- *Develop a Plan to Secure Electric Generation for the next 20 years.*
- *Support the Building of an Inner City Cultural Center.*
- *Implement Economic Development Strategy.*