

**CEC LESSON** This lesson is designed specifically for Client Experience Contributors (CECs).

# BYSTANDER INTERVENTION FOR CECS WORKING WITH BMSM CLIENTS



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# What Is Mistreatment?

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# Mistreatment Defined

- The action of mistreating or fact of being mistreated; ill-treatment.
- Being cruel or thoughtless toward a person, animal, or even an object.

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# Growing Up Black: A Mistreatment Historical Context



[www.youtube.com/watch?v=rSAw51caEeg](https://www.youtube.com/watch?v=rSAw51caEeg)

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# BMSM: Expecting Mistreatment



“What It’s Like To Grow Up Gay And Black”

[www.youtube.com/watch?v=m2zxYx7sxJI](http://www.youtube.com/watch?v=m2zxYx7sxJI)



“James Baldwin - On Being Poor, Black, and Gay”

[www.youtube.com/watch?v=s-rfiG6ubVc](http://www.youtube.com/watch?v=s-rfiG6ubVc)

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# Mistreatment in Your Workplace

- How may mistreatment of BMSM show up in your organization as it pertains to:
  - » Race / Gender?
  - » Religion / Norms?
  - » Values / Beliefs ?



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# Before You Need to Intervene

- Set an example. As CECs, it's important to treat others well, as you would most like to be treated.
- BMSM are people, your clients, not data points or dollar signs.
- Engage, and set the expectation for staff you lead to engage BMSM clients with dignity, cultural humility, and with a client centered approach.

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# Why Intervene?

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# Why Not Intervene?

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# How to Intervene

DISRUPT

GO TOGETHER

FACE THE INFRACTION

FOCUS ON THE TARGET

UTILIZE YOUR PRIVILEGE

- It may not be safe or effective to directly confront the person or persons mistreating someone. However, there are a variety of ways you as a bystander can intervene and get involved before, during, or after a situation when you see or hear behaviors that promote mistreatment.

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# Intervention Options

## DISRUPT

## GO TOGETHER

## FACE THE INFRACTION

## FOCUS ON THE TARGET

## UTILIZE YOUR PRIVILEGE

### Disrupt the situation

- You can pretend to know the client being mistreated and start a conversation with them as an opportunity to disrupt the situation.
- You could request the assistance of the colleague mistreating the client as a way to intervene.

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# Intervention Options

DISRUPT

**GO TOGETHER**

FACE THE INFRACTION

FOCUS ON THE TARGET

UTILIZE YOUR PRIVILEGE

## Go together

- Go with another colleague for the purposes of intervening, allowing the offending colleague and client to see there are several people who have seen the behavior and find it unacceptable.

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# Intervention Options

DISRUPT

GO TOGETHER

**FACE THE INFRACTION**

FOCUS ON THE TARGET

UTILIZE YOUR PRIVILEGE

## Face the infraction

- You can intervene by telling your offending colleague in a respectful, direct, and honest way that their words or actions are not okay. You can try:
  - » *“You need to stop.”*
  - » *“That’s so inappropriate.”*
  - » *“We need to talk about what you just said.”*

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# Intervention Options

DISRUPT

GO TOGETHER

FACE THE INFRACTION

**FOCUS ON THE TARGET**

UTILIZE YOUR PRIVILEGE

**Focus on the needs and experience of the target and ensure they receive the support they need.**

- Let them know that what has happened to them isn't their fault.
- Affirm that they didn't do anything wrong.
- Express your support for the individual. *"I saw what they just did. Are you OK?"*

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# Intervention Options

DISRUPT

GO TOGETHER

FACE THE INFRACTION

FOCUS ON THE TARGET

**UTILIZE YOUR PRIVILEGE**

## Utilize your privilege to intervene

- Understand how your privilege positions you to speak up. Your age, race, gender, position in the organization, etc. may make it safer for you to speak up and be vocal about the mistreatment especially when you are not the target or representative of the target group.

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# After You Witness or Intervene

- If it made you uncomfortable, most likely the client is uncomfortable. Whether you felt safe to intervene in the moment or not, reporting an incident of mistreatment is important.
- Reporting the incident to your direct supervisor and or human resources (preferably in writing or following your organization's protocol) helps to ensure that spaces meant to be safe for clients remain safe. It also allows for those who have difficulty helping to create and sustain safe spaces can get the support they need to better do so through your organization.
- Take care of yourself. Be sure to self assess and tend to your own needs. A walk, a break, a lunch off site might be helpful after witnessing and or intervening in an incident of mistreatment.

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# An Intervention in Action

QUINCY

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- Quincy has come to your organization to have a conversation about PreP as well as explore options with someone at your organization regarding mental health counseling.
- While completing a form at the front desk, you overhear your colleague say to Quincy if they are asking for PreP they are really being irresponsible, and as a gay they should know better.
- They go on to share that they notice Quincy is also interested in mental health counseling, and assert that maybe Quincy should just go to counseling, get on some antidepressants, and maybe they won't want to have sex so much, or at least not with all the partners BMSM tend to have, and won't even need PreP.