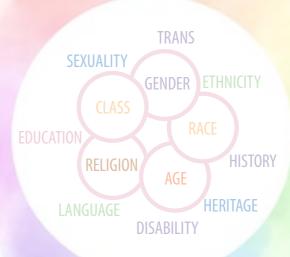
Equality, Diversity & Inclusion Events Calendar

2021





















Introduction

This calendar provides a selection of key dates, awareness raising days and some events which reflect the diverse local population of our staff and service users.

The calendar has been developed as a resource for NHS staff to demonstrate a visible and supportive role which is committed to respecting and celebrating diverse communities, cultures and faiths.

It is important to remember that people practice their faith in different ways and it is best not to make assumptions. For example:

- There are a wide variety of Christian churches and organisations all of which have their own specific needs, rituals and observations.
- Some Jewish holy days have specific observations such as people not working, driving, writing, or switching on or off electrical devices.
- Muslims require access to running water for prayer.

Information in this calendar may be useful to staff to consider when scheduling home visits and appointments.

Use this calendar to:

- Promote equality, diversity and inclusion
- Break down barriers and foster an inclusive environment
- Avoid wastage by ensuring appointments are scheduled accordingly
- Ensure key events do not clash with major festivals
- Encourage wellbeing
- To support you in organising diversity and inclusion campaigns, events and activities locally.

Equality related advice and enquires contact the Equality, Diversity & Inclusion Team:

Email: equality.diversity@pat.nhs.uk

Equality Initiatives and Key Contacts

Some of the following resources will help you with implementing the Accessible Information Standard (which is a mandatory standard for NHS England for Health & Social Care).

- Join the Black Asian & Minority Ethnic (BAME) Lesbian, Gay Bisexual & Trans (LGBT) or Disability Staff Network Groups as an active member to inform and influence policy and practice and keep well-informed of the latest developments. Visit the staff intranet page for network chairs details.
- > Attend Equality training Check the L&D website
- **>** Book a Sensory Impairment Simulation session
- The Chaplaincy & Spiritual Care Team support patients and relatives of all faiths and none.

SRFT: Tel: 0161 206 5167 Email: chaplaincy@srft.nhs.uk

Pennine:

NMGH. Tel: 0161 720 2990 Oldham, Tel: 0161 627 8796 Fairfield and Rochdale, Tel: 0161 778 3568 SRFT: Foreign Language Interpretation & Translations:

Tel: 0800 169 2879 or 0207 715 2630

Sign Language & BSL:

Tel: 0330 202 0270 Emergency: 0845 370 2002 Email: bookings@language-empire.com

Pennine:

The Interpretation & Translation Team Email: interpretation@pat.nhs.uk Tel: 0161 627 8770

Printed documents are available in different formats upon request.

SRFT: Please contact Design services on 0161 206 5789 / 1456

Pennine: Contact the Interpretation and Translation Team

- Be aware of and meet the communication **needs** of patients with disabilities. **SRFT:** Check on Patient Centre. Pennine: Check patient electronic record.
- Is the portable loop available and working? If not, contact the Estates Manager

SRFT: 0161 206 4502 Pennine: 0161 627 8545

- Does the patient prefer to communicate via **Text Relay** if they are hard of hearing (dial 18002 followed by the telephone number).
- For concerns of safety or welfare or vulnerable people contact the Safeguarding Team SRFT: 0161 206 3804

Pennine: 0161 720 2227 / 0161 627 7494

- Dementia Team: SRFT: 0161 206 1991 Pennine: 0161 918 4420
- SRFT:

Contact the hospital meet, greet and scooter service including booking a mobility scooter and assistance to and from appointments. Tel: 0161 206 8942

Email: meet.areet@nhs.net or book online www.srft.nhs.uk/meetgreet

Pennine: Meet and greet volunteers can be booked by contacting Volunteer Services on 0161 604 5892.

The National Hospital Travel Costs Scheme helps people who may struggle with the costs of parking or travelling to and from hospital. Contact the Cashiers Office.

SRFT: 0161 206 5178 / 0158 Pennine: 0161 764 6081

Religion / Event	Symbol	Colour Code
Buddhism		Orange
Chinese		Red
Christianity	1	Blue
Hinduism	33	Pink
Islam		Green
Judaism		Purple
Sikhism		Brown
Equality Event		Black
Bank Holiday		Grey

Please Note:

- * Holy days usually begin at sundown on the first day.
- ** Local or regional customs may use a variation of this date.

Dry January

Date: All Month

Reasons to try dry

New year, new you - do Dry January and feel healthier and happier as:

- > You sleep better.
- > Your skin improves.
- > You lose weight.
- More money in your pocket (the average person spends £50,000 on booze in their lifetime).
- Get healthier through giving up alcohol for a month you do your insides a lot of good.
- Amazing sense of achievement! www.alcoholchange.org.uk

Did you know?

- > Alcohol is the biggest risk factor for all early deaths among 15-49 year olds.
- Alcohol was a factor in almost 24,000 deaths in the UK in 2017.
- > Around 200,000 children in England live with an alcohol dependent parent.
- ➤ Alcohol costs the NHS an estimated £3.5 billion every year in England alone.
- ➤ In 2017 there were 337,000 hospital admissions caused primarily by alcohol, which is 17% higher than in 2006.

World Braille Day

Date: 4th January

World Braille Day is a reminder of the importance of accessibility and independence for those who are blind or visually-impaired.



Braille is a tactile reading and writing system used by blind and visually impaired people who cannot access print materials. It uses raised dots to represent the letters of the print alphabet. It also includes symbols to represent punctuation, mathematics and scientific characters, music, computer notation and foreign languages.

www.daysoftheyear.com/days/world-braille-day

Epiphany

Date: 6th January

Epiphany, or Twelfth Night, marks the end of the Christmas and New Year season for most people in the United Kingdom (UK). It is also an occasion for Christians to celebrate the three kings' (or wise men's) visit to Jesus shortly after his birth and Jesus' baptism.

Holocaust Memorial Day

Date: 27th January

A day to remember the millions of people who were murdered or whose lives were changed beyond recognition during the Holocaust and in subsequent genocides.

www.hmd.org.uk

January 2021

"Hatred is blind as well as love" - Geoffrey Chaucer

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1					1	2	3
Week 2	4	5	6 🗇	7 🕆	8	9	10 🕀
Week 3	11	12	⊕ 13 •	14 3	15	16	17
Week 4	18 ®	19	20	21 🕀	22	23	24
Week 5	25	26	27	②28	29	30	31

Special Days

1st	New Year's Day / Hogmanay (Bank Holiday)
4th	World Braille Day
5th	Birthday of Guru Gobind Singh – <i>Sikh</i>
6th	Epiphany – Christian observation
7th	Feast of the Nativity – Orthodox Christian
10th	Baptism of the Lord Jesus – <i>Christian</i>
13th	Saint Hilary's Day – <i>Christian</i>
	Maghi – <i>Sikh</i>
14th	New Year – Orthodox Christian
	Makar Sankranti – <i>Hindu</i>
18th	Martin Luther King Jnr Day
	Week of Prayer for Christian Unity (8 Days)
	– Christian
21st	Saint Agnes' Day – <i>Christian</i>
27th	Holocaust Memorial Day
28th	Tu B'Shvat – Jewish Celebration

Mahayana New Year – Buddhist

January is Cervical Health Awareness Month | Celebration of Life Month | Alcohol Concern Dry January























Chinese New Year Date: 12th February



Description

Families gather spending the evening eating festive meals, giving money to children in red envelopes and visiting the temple.

Gong Xi," pronounced 'gong zee' means "Congratulations."

Outpatient Impact

Avoid scheduling appointments on this date.

Inpatient Impact

- > Expect visitors who may bring in special foods.
- Be aware of any individual superstitions such as avoid bed number 4, avoid the colour white (poverty) or black (calamity and grief), whilst red signifies good luck (wards of spirits).
- Many people do not eat meat on the first day although some may eat fish.
- May ask to open a window at midnight to let out the old and in with the new.

Staff Impact

Staff may request this day off.

Nirvana Day Date: 15th February



Description

The death of the Buddha is celebrated, as having attained enlightenment. Temples and monasteries are visited. A social occasion where people gather with food or gifts and remember loved ones.

Outpatient Impact

Avoid scheduling appointments as many may wish to meditate or attend Buddhist temples or monasteries.

Inpatient Impact

- Some practices involve certain dietary. restrictions such as having only one meal a day.
- May spend time meditating, although the timing is flexible.
- May wish to remember loved ones who have died on this day and display photos.

Staff Impact

Depends on the individual practice. May request time off to celebrate with the Buddhist community.

Purim

Date: (Begins sunset of Thursday 25th February, **Ends nightfall of Friday** 26th February

Description

Commemorates Esthers saving of the Jewish people from extermination. Four activities are performed including listening to a public reading, send food to friends, give charity and eat a festive meal.

Outpatient Impact

No restrictions but avoid appointments as it is a particularly busy day for the community.

Inpatient Impact

Expect visitors in the late evening, particularly in the summer months with longer days, as the patient may want to hear a reading towards sundown. The reading takes between 25-40 minutes.

Staff Impact No impact.

LGBT History Month

Date: All Month

The overall aim of LGBT History Month is to promote equality and diversity for the benefit of the public. By:



- Increasing the visibility of Lesbian, Gay, Bisexual and Trans (LGBT) people, their history, lives and their experiences.
- Raising awareness and advancing education on matters affecting the LGBT community.
- > Working to make educational and other institutions safe spaces for all LGBT communities, and
- > Promoting the welfare of LGBT people, by ensuring that the education system recognises and enables LGBT people to achieve t heir full potential, so they contribute fully to society and lead fulfilled lives, thus benefiting society as a whole.

www.lqbthistorymonth.org.uk

International Childhood Cancer Day

Date: 15th February

International Childhood Cancer Day (ICCD) is a global collaborative campaign to raise awareness about childhood cancer, and to express support for children and adolescents with cancer, the survivors and their families. The day promotes increased appreciation and deeper understanding of issues and challenges impacting childhood cancer and the survivors.

February 2021

"Whether straight, gay, bi, trans... body image and identity can be a struggle for us all" - Ruby Rose

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 6	1	2 🗇	3	4	5	6	7
Week 7	8	9	10	11	12 @	13	14 🕆
Week 8	15	16 3	17 🕆	18	19	20	21
Week 9	22	23	24	(25) �	26 ⊗	27	28

Special Days

1st	World Hijab Day
2nd	Candlemas – <i>Christian</i>
1st-7th	Sexual Abuse & Violence Awareness Week
	Children's Mental Health Week
	Greater Manchester Hate Crime Awareness
	Week
4th	World Cancer Day
	Time to Talk Day
12th	Chinese New Year - Chinese
14th	Autism Sunday
	Zacchaeus Sunday – Orthodox Christian
	Saint Valentine's Day
15th	Nirvana Day – <i>Buddhist</i>
	International Childhood Cancer Day
16th	Vasant Panchami – <i>Hindu</i>
	Shrove Tuesday – <i>Christian</i>
17th	Lent Begins (Ash Wednesday) – <i>Christian</i>
20th	World Day of Social Justice
25th	Ta'anit Esther (The Fast of Esther) -
	Jewish Observance
25th- 26th	Purim* - Jewish Holiday

February is UK National Heart Month | Lesbian Gay Bisexual Trans History Month























Holi

Date: 29th March



Description

Spring festival celebrating creation and renewal. In the evening people celebrate with a bonfire, roasted coconuts and smearing each other with coloured paint and powder.

Outpatient Impact No impact.

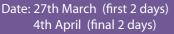
Inpatient Impact

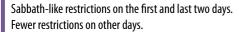
- > Single meal fasting is often observed.
- > Expect evening visitors.

Staff Impact

Staff may wish to avoid working in the evening to attend prayers in the temple.

Passover (Pesach)





International Women's Day

Date: 8th March

The day celebrates the social, economic, cultural and political achievements of women and puts the spotlight on the global action needed to accelerate gender parity.

www.internationalwomensday.com

Disabled Access Day

Date: 16th March

A day to celebrate good access and create opportunities for people to try something new. The day is about highlighting the fantastic access that already exists in places too.

www.disabledaccessday.com

Young Carers Action Day

Date: 16th March

This year's Young Carers Action Day (YCAD) will focus on young carers' futures. Young carers will showcase the incredible skills they develop from caring — like resilience, time-management and empathy, and they will use the #YCAD platform to call on employers and politicians to give them the extra support they need to unleash their potential and realise their dreams.

www.carers.org.uk

International Day of Happiness

Date: 20th March

The UN General Assembly adopted a resolution which recognised happiness as a 'fundamental human goal' and called for members to promote happiness and well-being.

www.dayofhappiness.net

World Autism Awareness Week

Date: 30th March-4th April

World Autism Week is filled with autism friendly events and educational activities to increase understanding and acceptance, and to foster worldwide support.

www.autism.org.uk

International Transgender Day of Visibility

Date: 31st March

Celebrated annually on 31st March and is traditionally a time to celebrate transgender people around the world and the courage it takes to live openly and authentically, while also raising awareness about the discrimination trans people continue to face today.

Prostate & Ovarian Cancer Awareness Month

Date: All Month

Both campaigns focus on earlier awareness of symptoms, genetic predisposition, and early detection.

www.cancerresearchuk.org

March 2021

"We cannot all succeed when half of us held back" - Malala Yousef

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 10	1 1	2	3	4	5	6	7
Week 11	8	9	10	11	12 3	13	14
Week 12	15 ⊕	16	17 🕆	18	19 🕆	20	21 🕆
Week 13	22	23	24	25 🕆	26	27 ⊗	⊕ 28 ©
Week 14	29 3	30 ⊗	31 ⊗				

March is Prostate Cancer Awareness Month | Women's History Month | Ovarian Cancer Awareness Month | UK Marie Curie Cancer Care Great Daffodil Appeal Month | Red Cross Month





















Special Days

Zero Discrimination Day
Saint David's Day – <i>Christian</i>
LGBT Adoption & Fostering Week
International Women's Day
National Apprenticeship Week
Maha Shivaratri <i>- Hindu</i>
Mothering Sunday
Great Lent Begins - Orthodox Christian
Young Carers Action Day
Disabled Access Day
Saint Patrick's Day – <i>Christian</i>
Saint Joseph's Day – <i>Christian</i>
International Day of Happiness
Spring Equinox (Season)
Passion Sunday – <i>Christian</i>
International Day for the Elimination of
Racial Discrimination
World Water Day
The Annunciation of the Lord to the
Blessed Virgin Mary – Christian
First Day of Passover* - Jewish Holiday
(27th March-4th April)
Palm Sunday - <i>Christian</i>
Daylight Saving Time starts (clock change)
Lailat al Bara'ah* – <i>Islam</i>
Holi - <i>Hindi</i>

30th-4th Apr World Autism Awareness week

International Transgender Day of Visibility

31st

Rama-Navami Date: 21st April



Description

Start of a nine day celebration of the birth of the Lord Rama. His cradle is decorated and religious stories are read ceremoniously at home and in joyous public gatherings in the temple.

Outpatient Impact

Avoid afternoon appointments as followers of Lord Rama will visit the temple for a special afternoon prayer.

Inpatient Impact

- > May bring in food and expect visitors.
- Most people fast until midnight breaking their fast with an offering of fruits and milk.
- Others may fast for the whole nine days from sunrise to sunset.
- > Throughout the nine days no meat and alcohol are consumed.

Staff Impact No impact.

Easter Sunday Date: 4th April



Description

The Resurrection of Jesus Christ - his return from death after the Crucifixion is celebrated on this day. Includes vigils, readings, re-enactments, and the eating of special foods.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

Many attend liturgies during the Holy Week that leads up to Easter Sunday.

Staff Impact

Staff may request the day off or rearrange the working day to attend a service.

Ramadan (Start) Date: 12th April



Description

The holiest month of the year where Muslims fast for 30 days from sunrise to sunset. Time is focused on prayer, charity and self-reflection.

Outpatient Impact

- Avoid scheduling early morning appointments as many people will be engaging in prayer until the early hours of the morning.
- Also avoid carrying out home visits in the late evening and scheduling appointments near to sunset when they may be preparing to open their fast.

Inpatient Impact

- **>** Some patients may still wish to fast although they are exempt due to ill-health.
- > Review of medications may be required.
- > Certain medical interventions will be rejected to avoid breaking the fast (please see Ramadan bulletin produced by the Equality, Diversity & Inclusion Team).

Staff Impact

- Staff may want to rearrange their working day to accommodate the timing of the fast.
- > May also request a prayer room.
- > Please see Ramadan bulletin.

Stress Awareness Month

Date: All Month

During Stress Awareness Month, people across the country will join forces to increase public awareness about both the causes and cures for our modern stress epidemic.

April 2021

"Adopting the right attitude can convert a negative stress to a positive one" - Hans Selye

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 14				⊕ 1 ⊕	⊕ 2 ⊕	3 ⊗	⊕ 4 ⊕
Week 15	5 🕀	6	7	8	9	10 @	11)9
Week 16	12 9	13 🕸	14 @	(15) ♦	16	17	18 🕸
Week 17	19	20	21 🕸	22	23 🕆	24	25
Week 18	26	27	28	29	⊕ 30 ⊕		

Special Days

Maundy Thursday – <i>Christian</i>
Good Friday (Bank Holiday) – <i>Christian</i>
Easter Sunday – <i>Christian</i>
Last Day of Passover - Jewish
Easter Monday (Bank holiday) – <i>Christian</i>
World Health Day
Yom HaShoah* - Holocaust Remembrand
Day (Jewish commemoration)
Isra and Miraj Night* – Islam
Ramadan Start* – <i>Islam</i>
Hindi New Year** - Hindi
Ramayana** (Hindi)
Baisakhi (Vaisakhi) – <i>Sikh</i>
Yom Ha-Atzmaut - Jewish holiday
Birthday of Guru Angad Dev - Sikh
Rama Navami – <i>Hindu</i>
Stephen Lawrence Day
St. George's Day – <i>Christian</i>
Shakespeare Day
Lag B'Omer - Jewish Celebration
Good Friday - Orthodox Christian

April is Autism Awareness Month | Alcohol Awareness Month | Stress Awareness Month | Bowel Cancer Awareness Month | Parkinson's Awareness Month























Ramadan (Ends) Date: 12th-13th May



Eid-Ul-Fitr*

The exact date is determined by the moon sighting which may vary according to the mosque people follow.

Description

A two days celebration marking the end of fasting and to thank God for his help with their month-long act of self-control. 'Eid Mubarak' greetings are sent.

Outpatient Impact

> Avoid scheduling appointments on Eid day and the day after.

Inpatient Impact

- > Patients may want to dress up.
- > Expect visitors who may bring in special foods.

Staff Impact

> Staff may request at least two days off.

Shavout (Pentecost)

Date: 16th-18th May

Sabbath like restrictions.

Description

A two-day festival that marks the revelation of the Ten Commandments to Moses at Mount Sinai. Starts day before at sundown.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

Family may bring in cheesecake and flowers, which are traditionally used to decorate the home.

Staff Impact

Staff may request these days off.

Buddha Day / Wesak (Visakha Puja)



Description

Major festival commemorating the birth, enlightenment and death of the Buddha. People often decorate their homes and visit their local temple, offering flowers and burning candles and incense.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

- Offer a vegetarian option as will avoid eating meat on this date.
- May also cut down on the amount and kind of food eaten.
- > Will dress much more simply than they might otherwise.
- May wish to place flowers in the room or set up a small electric light.

Staff Impact

Depends on the individual practice. May request time off to celebrate with the Buddhist community.

Deaf Awareness Week

Date: 3rd-9th May

Promotes the positive aspects of deafness', social inclusion and general awareness raising.

www.deafcouncil.org.uk www.actiononhearingloss.org.uk

National day for Staff Networks

Date: 12th May

Recognising the added value of staff network groups. The day aims to raise awareness of the support and influence staff networks provide to employees.

International Day of Families

Date: 15th May

Provides an opportunity to promote awareness of issues relating to families and increase knowledge of the social, economic and demographic processes affecting them.

International Day Against Homophobia, Biphobia & Transphobia

Date: 17th May

Provides a platform for everyone to make a powerful statement to demand improvements for the quality of life for LGBT people.

www.idaho.org.uk

The Foster Care Fortnight Campaign

Date: 10th-23rd May

Showcases the commitment, passion, and dedication of foster carers. It also supports fostering services to highlight the need for more foster carers.

www.thefostering network.org.uk

May 2021

"Just because you are struggling doesn't mean your falling" - Nelson Mandela

-	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 18						1	2 🕀
Week 19	3	4	5	6	7	8	9 9
Week 20	10	11)9	12 @	13 9	14	15	16 ⊛
Week 21	(17) �	18 🕸	19	20	21	22	23 🕆
Week 22	24	25	26 ⊛	27	28	29	30 🕀
Week 23	31 🕀						

May is Stroke Awareness Month | Mental Health Awareness Month | Hepatitis Awareness Month | UK National Walking Month | Celiac Awareness Month

Special Days

2nd	Pascha - Orthodox Christian – Easter
3rd	May Day (Bank Holiday)
3rd-9th	Deaf Awareness Week

9th Laylat al Qadr (Night of Power) - Islamic

10th-23rd Foster Care Fortnight Ramadan Ends - Islam 11th

12th National Day for Staff Networks **12th-13th** Eid ul Fitr* - *Islamic holiday* Ascension Day – Christian 13th 15th International Day of Families

16th-22nd Mental Health Awareness Week

16th-18th Shavuot* - *Jewish Holiday* 16th National Children's Day

17th International Day Against Homophobia,

Biphobia & Transphobia

Pentecost - Christian 23rd

26th Buddha Day (Wesak) - Buddhist 30th Trinity Sunday - Christian

31st Spring Bank Holiday

The Visitation of Mary to Elizabeth -

Christian























Guru Arjan Dev Martyrdom



Date: 16th June

Description

Approximately 30 million Sikhs around the world will celebrate and remember the religious figure that gave up his life for the Sikh people.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

> Family may attend with literature.

Staff Impact

> Staff may request the day off or rearrange their working day.

Gypsy, Roma & Traveller History Month

Date: All Month

Aims to educate on the culture and lifestyle of the community.

www.natt.org.uk/grthm

Carers Week

Date: 8th-13th June

Awareness campaign which aims to improve the lives of carers and the people they care for.

www.carersweek.org

Men's Health Week

Date: 14th-20th June

Heighten the awareness of preventable health problems and to encourage early detection and treatment of disease among men and boys.

www.menshealthmonth.org

Learning Disabilities Week

Date: 21st-27th June

National Awareness Week. www.mencap.org.uk

Refugee Week

Date: 15th-21st June

Discovery and celebration of the contribution of Refugees in the UK.

www.refugeeweek.org.uk

Summer Solstice

Date: 21st June

The summer solstice is the longest day of the year. It's the moment in time when the Earth's tilt towards the Sun is at its maximum and the Sun reaches its highest position in the sky. Traditionally to mark the arrival of summer in United Kingdom people gather at Stonehenge, in Wiltshire to see the sun rise. The Heel Stone and Slaughter Stone, set outside the main circle, align with the rising sun.

Windrush Day

Date: 22nd June

Windrush Day marks the anniversary of the arrival of MV Empire Windrush at the Port of Tilbury, near London, on 22nd June 1948. Those who arrived on the Empire Windrush, their descendants and those who followed them, have made and continue to make an enormous contribution to Britain.

www.windrushday.org.uk

June 2021

"It is time for parents to teach young people early on that in diversity there is beauty and there is strength" - Maya Angelou

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 23		1	2	3 🕆	4	5	6
Week 24	7	8	9	10 🕆	11	12	13
Week 25	14	15	16 ®	17	18	19	20 (
Week 26	21	22	23	24	25	26	(27) ⊗
Week 27	28 �	29 ⊗	30 �				

Special Days

3rd-10th	Child Safety Week
3rd	Corpus Christi - Christian
8th-13th	Carers Week
10th	Ascension Day - Orthodox Christian
14th-20th	Men's Health Week
	Refugee Week
16th	Guru Arjan Dev Martyrdom - Sikh
20th	Father's Day
	Pentecost - Orthodox Christian
21st	Summer Solstice (season)
	World Humanist Day
22nd	Windrush Day
21st-27th	Learning Disabilities Week
24th-30th	Deaf blind Awareness Week:
27th June-	Fast of the 17th of Tammuz
18th July	(beginning the three weeks of mourning
	Jewish Observance

June is Motor Neurone Disease Awareness Month | Stillbirth & Neonatal Death Awareness Month | LGBT Pride Month | Men's Health Awareness Month | Gypsy, Roma and Traveller History Month























Fast of Tisha B'Av Date: 17th-18th July (begins evening 16th July)



Description

A 25 hour fast begins prior to sunset of the previous day. A solemn day that commemorates a series of tragedies, many of which have coincidentally happened on this day.

Outpatient Impact

- > Avoid scheduling morning appointments as there are restrictions applied until mid-day.
- Until midday patients may want to sit on a low chair.

Inpatient Impact

- > May wish to fast.
- Bathing, application of creams/oils and wearing leather shoes are prohibited during the fast.
- Until midday patients may avoid sitting in a chair and will prefer to lie in bed.

Staff Impact

Staff may wish to fast and may request the day off.

Eid-Ul-Adha Date: 19th-23rd July

Description

Four days which commemorate the end of the Hajj (Pilgrimage to Mecca). Muslims sacrifice animals (like Abraham did in substitute for his son) which is distributed to relatives and the poor. 'Eid Mubarak' greetings are sent.

Outpatient Impact

Avoid scheduling appointments for the day before Eid and three days of Eid.

Inpatient Impact

- > Expect visitors who may bring in special foods.
- > Patients may want to dress up.

Staff Impact

Staff may request at least two days off.

Asalha Puja (Dharma Day) Date: 24th July

Description

This day remembers the Buddha's first sermon, given in the Deer Park. Buddhists observe the day by giving offerings at temples and listening to sermons.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

- > Provide opportunity for quiet time.
- May wish to see a Buddhist chaplain.

Staff Impact

Depends on the individual practice. May request time off to celebrate with the Buddhist community.

South Asian Heritage Month

Date: 18th July to 17th August

Celebrating South Asian Heritage Month. A month of activity to explore the shared cultures and histories of the UK and South Asia. South Asian Heritage Month (SAHM) exists in order to commemorate, mark and celebrate South Asian history and culture, as well as to better understand the diverse heritage that continues to link the UK and South Asia.

The Big Listen - Samaritans Awareness Day

Date: 24th July

Samaritans are challenging the UK to become better listeners by sharing expert tips on how to **be a better listener**. Throughout July, Samaritans branches are also holding events throughout the UK and Ireland to raise awareness of the services they offer in their local communities. **Visit your local branch website** to see what they're doing during Talk To Us. **www.samaritans.org/media-centre/bia-listen**

World Hepatitis Day

Date: 28th July

Observed on July 28th every year, aims to raise global awareness of hepatitis - a group of infectious diseases known as Hepatitis A, B, C, D, and E - and encourage prevention, diagnosis and treatment. Hepatitis affects hundreds of millions of people worldwide, causing acute and chronic disease and killing close to 1.34 million people every year.

www.worldhepatitisalliance.org/

Sparkle

Date: 9th-11th July

The National Transgender charity organises the Sparkle weekend in July each year. They also hold several events throughout the year to actively promote fundraising and Trans awareness. Sparkle also supports Trans Rights and the positive representation of Trans people in the UK and worldwide.

www.sparkle.org.uk

July 2021

"Be with those who help your being" - Rumi

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 27				1 🕸	2 🅸	3 �	4 �
Week 28	5 🅸	6	7 �	8	9 🌣	10 �	\$11 T
Week 29	(12)⊕	13 🕸	14 �	15 ♥	16 �	17 �	18 �
Week 30	19 @	20	21	22	23	24 ⊛	25
Week 31	26	27	28	29	30	31	

Special Days

11th Feast of Saint Benedict – Christian

11th-18th 9 Days – Jewish Observance

17th World Day for international Justice 17th-18th Fast of Tisha B'Av* (end of the three

weeks of mourning) - Jewish Observance

18th-17th Aug South Asian Heritage Month 19th-23rd Eid ul Adha* - Islamic holiday

24th The Big Listen - Samaritans Awareness

Day

Asalha Puja (Dharma Day) – Buddhist

28th World Hepatitis Day

World Day Against Trafficking in Persons 30th

International Day of Friendship

July is Make a Difference to Children Month | International Women with Alopecia Month | Group B Strep Awareness Month | Ethnic Minorities Cancer Awareness Month

























Al-Hijra (Islamic New Year)

Date: 10th August

Marks the migration of the Prophet Muhammad and his Description

followers from Mecca to Medina.

Outpatient Impact Avoid scheduling early morning appointments as many

will spend the night before in prayer.

Many will want to fast on this day. Inpatient Impact

> Rejoicing is limited until Ashura due to historical events.

Staff Impact No impact although some may wish to fast.

Ashura

Date: 18th-19th August

Description

10th day of the New Year. An optional one to three day fast recognising Moses's fasting in gratitude to God for liberation whilst the Shia observance is based on the martyrdom of Prophet Muhammad's grandson 'Hussain'.

Outpatient Impact Avoid scheduling appointments for Shia Muslims.

> Regardless of sect may wish to pray and fast on this day. Inpatient Impact

> Expect visitors.

> Shia men and women may wish to dress in black.

Staff Impact Not work restricted, but some may fast in observance of this day whilst others may wish to take the day off.





Description

A time of celebration with fasting, singing, praying together, preparing, and sharing special food, all for the love of Lord Krishna.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

Family may attend with literature.

Staff Impact

Staff may request the day off or rearrange their working day.



Date: 1st-7th August

Encourages breastfeeding and to improve the health of babies.

www.worldbreastfeedinaweek.ora

International Youth Day

Date: 12th August

Raises awareness of issues affecting young people around the world.

www.un.org

Manchester Pride - The Big Weekend

Date: 27th-30th August

Manchester Pride is a registered charity that campaigns for equality and challenges discrimination; creates opportunity for engagement and participation and celebrates lesbian, gay, bisexual and trans (LGBT) life. The charity fundraises for LGBT and HIV projects in Greater Manchester by staging a number of events throughout the year, including the award winning Manchester Pride Festival.

www.manchesterpride.com



August 2021

"The worst form of inequality is to try to make unequal things equal" - Aristotle

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 31							1
Week 32	2	3	4	5	6 ①	7	8
Week 33	9	10 9	11	12	13	14	15 🕀
Week 34	16	17	18 @	19	20	21	22 ®
Week 35	23	24	25	26	27	28	29
Week 36	30 🕸	31					

August is Health & Safety Month | Psoriasis Awareness Month | Black Business Month | Children's Eye Health & Safety Month

Special Days

1st-7th World Breastfeeding Week Transfiguration - Christian 6th

10th Al-Hijra* (Islamic New Year Begins) - Islam

12th International Youth Day

15th Assumption of Mary - Christian

18th-19th Ashura* - Islam

Raksha Bandhan** - Hindu holiday 22nd

27th- 30th Manchester Pride

30th Krishna Janmashtami** (Birthday Lord

> Krishna) - Hindu festival Summer Bank holiday



























Yom Kippur (Day of Atonement)Date: 15th-16th September



Description The most solemn day of the Jewish year. Involves a 25 hour fast; no food or

drink is to be consumed from sundown until sunset.

Outpatient Impact Avoid scheduling appointments.

Inpatient Impact Sabbath-like restrictions.

May wish to keep a full or limited fast despite medical advice. Consult a Rabbi if necessary.

> Restrictions against washing, applying creams etc. marital relations and wearing leather shoes.

Staff Impact Staff may request to take the day off.

Sukkot (Feast of Tabernacles)





First and last two days have Sabbath restrictions and limited ones on remaining days.

Description

An eight day festival commemorates the years that the Jews spent in the desert on their way to the promised land. Traditional Jews each build a small open-roofed booth-like building in which they eat their meals or even sleep.

Outpatient Impact

- > Avoid scheduling appointments for first two days.
- On the remaining five days there are fewer restrictions. Be mindful patients may avoid writing anything on these days.

Inpatient Impact

- > Patients and visitors may wish to eat their meal in the purpose built Sukkot on the hospital grounds.
- May ask for visitors help to say a blessing over the Lulav (four species of plants mentioned in the Bible) for each of the first seven days (essential for men but not women).

Staff Impact Staff may request to take off the first and last two days.

Rosh Hashana (Jewish New Year) Date: 6th-8th September

Sabbath-like restrictions.

Description

Two-day festival celebrating the creation of the world, reflecting on the past year and looking forward to the next year. A serious holiday and is not celebrated as a joyful occasion. Time is spent in prayer.

Outpatient Impact

Avoid scheduling appointments as Sabbath-like restrictions apply.

Inpatient Impact

Observant Jews may want to hear the sounding of the Shofar. Therefore a small room should be set aside if possible, and arrangements may be required for the family/ Rabbi to blow the Shofar.

Staff Impact

Work is not permitted for the duration of the festival. Most staff will want to take time off, even the less observant Jews.

World Suicide Prevention Day

Date: 10th September

Organised by the International Association for Suicide Prevention and the World Health Organisation, the purpose of the day is to promote worldwide commitment and action to prevent suicides.

www.iasp.info

Holy Cross Day

Date: 14th September

Celebrated on September 14th, Holy Cross day is a day which honours and commemorates the sacrifice that Jesus Christ made on the cross for our salvation. This holiday is also known as "The Triumph of the Cross" in the Roman Catholic Church.

The World's Biggest Coffee Morning is Macmillan's biggest fundraising event

Date: 24th September

People all over the UK host their own Coffee Mornings and donations on the day are made to Macmillan.

How you can get involved

Sign up to host a Coffee Morning and you'll get a free fundraising kit full of goodies. Bunting, cake decorations, stickers, a collection box and loads more to help you host a special Coffee Morning for Macmillan.

www.macmillan.org.uk

Migraine Awareness Week

Date: 6th-12th September

Each September we use this week to raise general awareness of migraine as a serious public health issue and to reduce stigma. While there is an increasing awareness of migraine and

understanding of what it is, not many would disagree that we are nowhere near the level of awareness and understanding that we need to reach.

www.migrainetrust.org

September 2021

"Education is the best provision for old age" - Clint Eastwood

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 36			1	2	3	4	5
Week 37	6 🕸	7 �	8	9 🕸	10 🕸	11	12
Week 38	13	14 ((15) ⊗	16 ⊗	17	18	19
Week 39	20 ⊗	21 �	(22) ♦	23 ⊗	24 ◎	25 ⊗	26 ⊛
Week 40	27 ⊜	28 �	②29 ①	30			

Special Days

5th	International Day of Charity
5th-8th	Rosh Hashana* - Jewish New Year - Jewish
5th-12th	Migraine awareness Week
9th	Fast of Gedaliah - Jewish Observance
10th	Ganesh Chaturthi** - Hindu holiday
	World Suicide Prevention Day
13th	World Sepsis Day
14th	Holy Cross Day - Christian
15th	International Day of Democracy
15th-16th	Yom Kippur* - Jewish Holy Day - <i>Jewish</i>
20th-27th	Sukkot* - Jewish holiday
21st	International Day of Peace
22nd	Autumn Equinox (season)
23rd	Bi Visibility Day
24th	World's Biggest Coffee Morning with
	MacMillan
27th- 29th	Shemini Atzeret & Simchat Torah* -
	Jewish holiday

St. Michael & All Angels - Christian

September is Menopause Awareness Month (UK) | Sickle Cell Awareness Month | Childhood Cancer Awareness Month | International Blood Cancer Awareness Month | World Alzheimer's Month | World Dementia Awareness Month























29th

Navratri (Starts) Date: 6th-14th October



Description 10 days of celebrations.

Outpatient Impact Avoid scheduling evening appointments.

Inpatient Impact

- Strict Hindus will observe this festival by daily fasts which allow only one meal a day.
 Only milk, fruit, potatoes and other root vegetables will be consumed throughout the day.
- > Non vegetarian foods will traditionally be avoided.
- > Men do not shave or cut their hair during this period.

Staff Impact Staff may want to avoid working in the evening.

Dussehra (Marks the End)Date: 15th October



Description

The 'festival of lights' (Diwali) is celebrated with feasting, exchanging gifts and bonfires. 'Happy Diwali' greeting are sent. It is preceded by New Years Day where the goddess of wealth is invited in peoples homes.

Outpatient Impact Avoid scheduling appointments.

Inpatient Impact

- > Expect visitors who may bring in special foods.
- > May want to read from scriptures and use prayer beads.
- > Patients may want to dress up.
- > May wish to fast.

Staff Impact Staff will want to take time off.

Milad Un Nabi Date: 18th-19th October

Description

Public celebration of the birth of the Prophet Muhammad. (Not celebrated by all Muslims whilst Shia Muslims celebrate 5 days later).

Outpatient Impact

No impact.

Inpatient Impact

- > May wish to dress up.
- May wish to worship or read scriptures.
- > Expect visitors who may bring in special foods.

Staff Impact

No impact.

Black History Month Date: All Month

Is a month set aside to learn, honour, and celebrate the achievements of Black men

and women throughout history, it has been marked in the UK for more than 30 years. It is held to highlight and celebrate the achievements and contributions of the Black Community in the UK.

It happens because so often in the past, the contributions made by black people to the community were ignored or played down because black people weren't treated the same way as other people because of the colour of their skin. It aims to address this unfairness, by celebrating the achievements and contributions of the black community over the years.

www.blackhistorymonth.org.uk

International Day of Older Persons

Date: 1st October

Raises awareness about issues affecting the elderly and appreciates the contributions that older people make to society. www.olderpeoplesday.co.uk

World Mental Health Awareness Day

Date: 10th October

Celebration of mental health education, awareness and advocacy.

www.mentalhealth.ora.uk

National Inclusion Week

Date: 17th-23rd September

We are the UK's first and leading membership organisation for employers looking to build inclusive workplaces. We offer consultancy, training and thought leadership, to help you make inclusion an everyday reality at your place of work.

We work with a variety of organisations in the public, private and third sectors and provide bespoke initiatives to help build inclusive cultures.

www.nationalinclusionweek.co.uk

Down Syndrome Awareness Month

Date: All Month

The month of October is Down Syndrome Awareness Month where we celebrate Down syndrome and let everyone know our abilities and that we are capable of doing anything we set our minds to.

www.ndss.org

October 2021

"A man who stands for nothing will fall for anything" - Malcolm X

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 40					1	2	3
Week 41	4 ①	5	6 3	7	8	9	10
Week 42	11	12	13	14	15 🕸	16	17
Week 43	18 @	19 9	20	21	22	23	24
Week 44	25	26	27	28	29	30	31

October is Breast Cancer Awareness Month | Down Syndrome Awareness Month | Black History Month (UK) | Lupus Awareness Month | Global Diversity Awareness Month

Special Days

1st	International Day of Older Persons
2nd	International Day of Non Violence
4th	St Francis Day - Christian
	World Dyslexia Awareness Day
6th-14th	Navaratri** - Hindu holiday
9th	Birthday of Guru Ram Das – Sikh
9th-15th	Baby Loss Awareness Week
10th	World Mental Health Day
11th	National Coming Out Day
14th	World Sight Day
14th-19th	National Adoption Week
15th	Dussehra** - Hindu holiday
17th	International Day for the Eradication of
	Poverty
17th-23rd	National Inclusion Week
18th	Anti-Slavery Day
	World Menopause Day
18th-19th	Mawlid un Nabi* (Islamic observance)
20th	International Pronouns Day
22nd	International Stammering Awareness Day
26th	Intersex Awareness Day
29th	World Stroke Day
31st	Daylight Saving Time Ends (clock change)

Halloween























Birthday of Guru Nanak



Date: 19th November (begins 18th November)

Description

The founder of the Sikh religion's birthday lasts for three days. Marked by prayer, processions and congregational worship beginning up to two days before. Prayers are also performed on the day starting as early as 4am and is followed by community meals at the Gurduwara.

Outpatient Impact

- > Avoid scheduling appointments.
- > Avoid late afternoon appointments up to two days before.

Inpatient Impact

- > Expects visitors who may bring in special foods.
- > Patients may want to dress up.
- > May request a visit from the religious priest, which may be outside of visiting hours due to their workload. Flexibility will be appreciated.

Staff Impact

- > Staff may wish to avoid working in the evenings on all three days to visit the Gurduwara.
- May also request to avoid working the following weekend to participate in the activities.

Bandhi Chhor Divas Date: 4th November



Diwali (Hindu) Date: 4th November



Description

Celebrates the release from prison of the sixth guru, Guru Hargobind, and 52 other princes. A one-day celebration in the Gurduwara is held which involves lighting lamps.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

- > Expect visitors who may bring in foods.
- > Patients may want to dress up.
- May wish to visit the Chapel and perform communal prayer.

Staff Impact

- > Staff may wish to avoid working in the evening to visit the Gurduwara.
- May also request to avoid working the following weekend to participate in the activities.

Armistice Day

Date: 11th November

This is when the Great War, or world war one, came to an end in 1918. Today this anniversary is used to remember everyone that has died while at War. This includes World War Two, the Falklands War, the Gulf War, the Middle East and ongoing conflicts across the world.

International Men's Day

Date: 19th November

A global grassroots movement celebrated in over 80 countries, that invites every man, woman, girl and boy in the world to come together and celebrate men and boys in all their diversity, irrespective of their age, ability, social background, ethnicity, sexuality, gender identity, religious belief and relationship status.

Transgender Day of Remembrance

Date: 20th November

www.ukmendsday.org.uk

Transgender Day of Remembrance (TDOR) is an annual observance on November 20th that honours the memory of the transgender people whose lives were lost in acts of anti-transgender violence.

Alcohol Awareness week

Date: 18th-25th November

This year the theme of Alcohol Awareness Week is Change is necessary. Too often drinking is an expectation, not a choice. Across the UK, people are suffering as a result of their own or others drinking and not enough specialist support is available to help them.

Elimination of Violence Against Women's Day

Date: 25th November

Raises awareness of women who are subject to rape, domestic violence and other forms of violence.

www.endviolenceaaainstwomen.ora.uk

UK Disability History Month

Date: 18th November to 20th December

(UKDHM) is an annual event creating a platform to focus on the history of our struggle for equality and human rights.

www.ukdhm.org/what-is-ukdhm

Islamophobia Awareness Month

Date: All Month

Islamophobia Awareness Month highlights the threat of Islamophobic hate crimes and showcases the positive contributions of British Muslims to society.

November 2021

"Be kind, for whenever kindness becomes part of something, it beautifies it. Whenever it is taken from something, it leaves it tarnished" - Prophet Muhammad (PBUH)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 45	1	2 🗇	3	3 4 •	5	6	7
Week 46	8	9	10	11	12	13	14
Week 47	15	16	17	18	19 ®	20	21
Week 48	22	23	24 •	25	26	27	© 28 ⊕
Week 49	(29) ⊗	⊕ 30 ⊕					

November is Lung Cancer Awareness Month | Pancreatic Cancer Awareness Month | Mouth Cancer Action Month | COPD Awareness Month | Movember Men's Health Awareness Month | UK Disability History Month | Islamophobia Awareness Month























Special Days

lst	All Saints Day – <i>Christian</i>
2nd	All Souls' Day - Christian
4th	Diwali** - <i>Hindu</i>
	Bandhi Chhor Divas** - Sikh
5th	Guy Fawkes Day
l 1th	Armistice Day – Interfaith
13th	World Kindness Day
13th-19th	Transgender Awareness Week
14th	Remembrance Sunday
	World Diabetes Day
18th-25th	Alcohol Awareness Week
18th-20th Dec	UK Disability History Month
19th	Birthday of Guru Nanak Dev – Sikh
	International Men's Day
20th	Universal Children's Day
	Transgender Day of Remembrance
24th	Martyrdom of Guru Tegh Bahadur – Sikh
25th	International Day for the Elimination of
	Violence Against Women
28th	First Sunday of Advent – <i>Christian</i>
28th	First Day of Chanukah* - Jewish Holiday
	(28th November-6th December)
30th	Saint Andrew's Day – <i>Christian</i>

Hanukkah (Chanukah)

Date: 28th November-6th December



Description

Hanukkah, the festival of lights, involves the lighting of a nine candle candelabra (Menorah) over eight nights. Symbolic foods such as doughnuts are eaten cooked in oil to commemorate the miracle of the oil.

Outpatient Impact

- > No impact on day appointments.
- **>** Evening appointments should not be scheduled.

Inpatient Impact

May wish to light an electric candle or attend the menorah lighting ceremony, if available.

Staff Impact

Staff may wish to be at home between 4pm and 7pm to light the candles. If work presents difficulty staff should be encouraged to speak to a Rabbi around any flexibility for this.

Christmas Day



Eastern Orthodox Christians celebrate on January 7th.

Description

The day when Western Christians celebrate the birth of Jesus Christ. Often celebrated in prayer and song at church services and gifts are often given to represent the gifts Jesus received from the three kings.

Outpatient Impact

Avoid scheduling appointments.

Inpatient Impact

- May want to attend service or have a visit from the Chaplains.
- May wish to dress up and eat special foods. Expect visitors.

Staff Impact

Staff may request the day off or rearrange the working day to attend a service and spend time with loved ones.

Winter Solstice

Date: 21st December

At the winter solstice the Sun travels the shortest path through the sky, and that day therefore has the least daylight and the longest night. Like Summers Solstice in the UK people may celebrate the arrival of the day at Stonehenge.

World Aids Day

Date: 1st December

Shows support for people living with HIV and to commemorate people who have died. www.worldaidsday.org

International Day for the Abolition of Slavery

Date: 2nd December

To reflect on the troubling issue of contemporary forms of slavery such as human trafficking, sexual exploitation, child labour, forced labour, among others, the General Assembly of the United Nations designated December 2nd as the International Day for the Remembrance of the Slave Trade and Its Abolition.

www.un.org/en/events/slaveryabolitionday

International Day of People's with Disabilities

Date: 3rd December

Promotes an understanding of people with disability and encourage support for their dignity, rights and well-being. www.idpwd.com.au

Human Rights Day

Date: 10th December

Promotes a recognition of human rights. www.un.org/en/events/humanrightsday

December 2021

"Injustice anywhere is a threat to justice everywhere" - Martin Luther King Jr

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 49			1 🅸	2	3 �	4 🅸	5 🕸
Week 50	6 ①	7	8	9	10	11	12
Week 51	13	14 ⊗	15	16	17	18	19
Week 52	20	21	22	23	24 🕆	25 🕆	26 🕆
Week 1	27	28	29	30	31		

Special Days

Marld Aids Day

1st	World Aids Day
2nd	International Day for the Abolition of
	Slavery
3rd	International day of Person's with Disabilities
6th	Last Day of Chanukah - Jewish Holiday
	Saint Nicholas's Day - Christian
8th	Bodhi Day- <i>Buddhist</i>
10th	Human Rights Day
14th	Fast of Tavet 10 - Jewish Observation
18th	International Migrants Day
20th	International Human Solidarity Day
21st	Winter Solstice (Yule) (Season)
24th	Christmas Eve - <i>Christian</i>
25th	Christmas Day - Christian
26th	Boxing Day - Christian
	Saint Stephen's Day – <i>Christian</i>
27th	Bank Holiday
28th	Bank Holiday
31st	New Year's Eve

December is Universal Month for Human Rights | Spiritual Literacy Month | Decembeard























Communication Tips - Achieving Positive Patient Outcomes Through Open Dialogue

General Communication Tips

- Don't be afraid to ask the individual when you are unsure what to do.
- Don't pretend to understand what a person is saying if you don't. Ask them to repeat or rephrase. Be patient and allow extra time.
- Allow extra time for appointments if you are using an interpreter.
- Look and speak directly to the patient, rather than carers and interpreters.
- Long stay in-patients should be encouraged to bring into hospital any communication equipment they use at home, where appropriate.
- When planning appointments, meetings or events, ask about any specific accommodations a person with a disability might need. If a reasonable adjustment / modification cannot be made, let the person know ahead of time and offer an alternative solution.
- Be patient when offering assistance, and wait until your offer is accepted or refused.
- Check that the person you're talking to is following you during the conversation.
 Use plain language and don't waffle. Avoid jargon and unfamiliar abbreviations.
- Ask to see any communication passports or cards which detail any disability related communication and information needs.
- Relax and be yourself.

Communicating with Ethnic Groups where English is the Second Language

- Speak at a slower rate, which will make it easier for them to keep up with the conversation if they have basic English language skills.
- Use short sentences and use simple language.

Communicating with Deaf and Hard of Hearing People

If using a BSL interpreter look and speak directly to the patient or carer.

Hearing Aids:

- Even if someone is wearing hearing aids it doesn't mean they can hear you perfectly.
 Ask if they need to lip read.
- Don't shout. It can be uncomfortable for hearing aid users and it looks aggressive.

Lip Reading:

- Make sure you have face-to-face contact with the person you are talking to.
- Get the listener's attention before you start speaking, by waving or tapping them on the arm.
- Find a suitable place to talk, with good lighting and away from noise and distractions.
- Speak clearly but not too slowly and don't exaggerate your lip movements this
 can make it harder to lip read. Use natural facial expressions and gestures.
- Offer a pen and paper if required.

LGBT Inclusive Communication

- Ensure language reflects diverse relationships. (Including the use of terms like partner).
- Don't assume the gender of a person's partner for example asking "is your wife picking you up?"
- Use the name, gender or pronoun a person asks you to use without exception.
- Consider terminology when creating resources or forms. Have you included nonbinary alongside men and women?
- Consider adding your pronouns to your email signature as a sign of being trans inclusive. (For example Pronouns: She/Her).

Communicating with Blind and Partially Sighted People

- Identify yourself each time you approach and don't assume the person will recognise you by your voice. Similarly, never leave a conversation with a person without saying so.
- Use everyday language. Don't avoid words like "see" or "look" or talking about everyday activities such as watching TV or videos.
- Use accurate and specific language when giving directions. For example, "the door is on your left", rather than "the door is over there". Also take the time to tell people where important things are like toilets, call buttons, medication, water etc.
- To lead a person check their preference and offer them your arm/elbow to grip. Keep your quided arm bent towards you.

Communicating with People with Learning Disabilities

- Ask open questions (those that don't have a simple yes or no answer).
- Check with the person that you understand what they are saying "the TV isn't working? Is that right?"
- Watch the person they may tell you things by their body language and facial expressions.
- Ask parents or carers for their help. Try drawing even if your drawing is not great it might still be helpful.
- Be aware that some people find it easier to use real objects to communicate but photos and pictures can really help too. Always ask to see the patient passport which provides details of their conditions and how would they like to be treated.