

## Consultation Centers

Consultation centers support those affected and witnesses of discrimination. They advise on intervention options and/or legal action after discriminatory incidents and attacks. They also record the cases.

The consultation is:

- in person or by phone,
- free of charge
- anonymous
- on request, with interpreters

We recommend contacting us promptly, as legal claims may expire after two months.

Federal Consultation Finder



Community-based  
Consultation Centers



## Mehr Informationen



Federal Anti-Discrimination  
Agency:  
Health and Care

Handbook Germany:  
Information and Explanation  
about Healthcare



### Joint working groups:

- Black in Medicine Network
- Federal Network for Health and Racism
- Critical Care Working Group
- Critical Physicians Working Group

The QR codes will lead you to a page in  
German language.

Other languages: Arabic,  
German, Farsi, French, Russian,  
Turkish, easy language in  
German



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## Racism in Healthcare

### Initial information for **professionals** and **employees**



with experiences of  
racism in healthcare

## Racism in Healthcare

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Racism is an ideology that devalues people based on their appearance, name, (supposed) culture, origin or religion. Racism happens every day.

Racism in the healthcare system can happen inside the structures but also on an institutional and individual level.

Examples are:

- Employees have no local contact point they can turn to after a racist insult.
- People in need of care do not want to be treated by the professional worker because of their origin.
- Professional workers do not get a good handover from colleagues because their German is supposedly not sufficient.

More information about the topic racism



You are not alone with experiences of racism. Get support. This flyer will give you initial information.

## Your Rights

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**The General Equal Treatment Act (Allgemeine Gleichbehandlungsgesetz (AGG))** section1 aims to prevent or eliminate discrimination based on ethnic origin, gender, religion or belief, age, disability, or sexual identity.

According to section12 AGG, the employer is obliged to take suitable, necessary and appropriate measures to protect employees after racist incidents. This applies to every incident – regardless of whether the discrimination comes from superiors, people in need of care, colleagues or others in the workplace.

If you have **language difficulties**, ask the other person for patience. Your language skills have nothing to do with your professional expertise. Translation tools can also be used.

## Courses of Action in the Event of Racist Incidents

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- **Look after yourself:** What do you need? What do you want to do? Show clear boundaries.
- Take notes of the names of those involved and witnesses, secure **evidence** and prepare a **memory log**.
- Find **allies** and get emotional support. For the situation itself and/or the time after.

In any case, if you feel that you have been treated unfairly or discriminated against, speak up directly. Contact your supervisor. You can also contact the local **complaints office** or local equal opportunities officer. In serious cases, such as insults or defamation, you can file a complaint under **section192a StGB [German Criminal Code]**.