

Workshop Title:

Mitigating Stigma and Discrimination in Emergency Public Healthcare: Inclusive Delivery Frameworks for All Marginalized Groups

Facilitator(s): from Caritas / Egypt

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Rationale: Structural discrimination, social stigma, and institutional barriers severely restrict healthcare access during public health emergencies. These challenges compound for individuals navigating overlapping vulnerabilities including refugees and migrants, persons with disabilities (PWD), and mental health (MH) patients. As a trusted healthcare provider in Egypt, Caritas Egypt operates at the critical intersection of community trust, clinical care, patient advocacy, and health equity. This workshop translates organizational field experience into actionable management frameworks. Participants will learn how public health institutions and frontline practitioners can eliminate systemic bias, adapt intake environments, and build culturally sensitive, accessible care pathways that preserve human dignity across all marginalized groups.

Objectives:

- Analyze the impact of structural discrimination, cultural barriers, and systemic bias on healthcare-seeking behaviors among all marginalized and vulnerable populations.
- Equip clinical staff and healthcare administrators with anti-stigma frameworks, staff desensitization tools, and inclusive operational standards grounded in the AAAQ principles (Availability, Accessibility, Acceptability, Quality).
- Develop practical strategies for hospital/clinic intake management that safeguard every patient's right to confidential, non-discriminatory care.

Topics to be covered:

- Session 1: **Intersectional stigma & access barriers in healthcare settings:** Identifying implicit bias, communication breakdowns, sensory overload, and physical/systemic access barriers during emergency care delivery.
- Session 2: **Inclusive Care, accessibility & staff desensitization:** Training protocols for clinical and intake personnel to foster empathy, respectful triage, accessible communication for marginalized group.
- Session 3: **Establishing Reporting Channels,** Designing confidential feedback mechanisms, discrimination reporting channels, and Operationalizing the 5-step accountability loop (Inform → Listen → Respond → Correct → Learn).
- Session 4: **Co-designing a comprehensive "Universal Inclusive Care & Anti-Stigma Checklist"** for public health emergency facilities.

Expected outcomes:

- Actionable, operational guidelines and an inclusive intake checklist for frontline health and humanitarian workers.
- Enhanced inter-sectoral collaboration between public health facilities, disability support networks, MHPSS actors, and humanitarian organizations.

Who should attend

- Healthcare professionals & clinical coordinators
- Public health researchers & healthcare administrators
- Protection officers & community health workers
- NGO/INGO humanitarian health coordinators
- Management and accompanying service personnel in healthcare facilities and partner NGOs

Date: Thursday 26th November, 2026

Time: 09:30 am – 03:30 pm

Venue: Caritas Egypt office (24 Mohamed Talaat Noeman Str.- Al Attareen)

Phone: 03 4875197

Registration Fees (Per Workshop)

For Egyptians (EGP)

- **Conference Participants:** 300 LE (Early Bird) / 500 LE (Late)
- **Non-Conference Participants:** 500 LE (Early Bird) / 700 LE (Late)
- **Group Rate (5 Conference Participants):** 1200 LE (Early Bird) / 2200 LE (Late). One member of the group should register for the whole group as shown.

Non-Egyptians (USD)

- **Conference Participants:** \$15 (Early Bird) / \$20 (Late)
- **Non-Conference Participants:** \$30 (Early Bird) / \$35 (Late)

N.B: for conference participants, please upload copy of your conference registration receipt.

Number of participants per workshop :Maximum of 40 participants