# Participa City

## A simulation game to learn about discrimination

## Game material for the scenario “Hospital“




**https://participa-city.eu**

Co-funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.



# PARTICIPA CITY – Scenario “Hospital”

## General information for the trainer

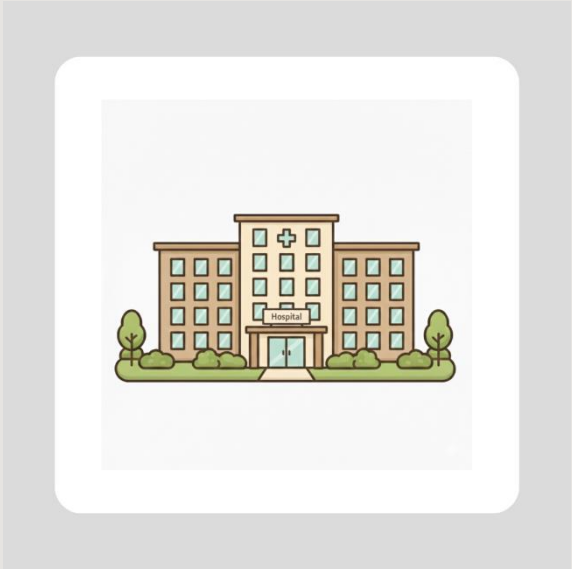
**You find in this file all necessary material for playing the scenario “hospital”. Before you start playing please read the trainer manual carefully.**

- The station overview is for your information and shows you the characters in the scenario and if additional material is needed (one page).
- The description of the scenario is for your information and describes the initial situation before playing and the perspectives that are established in the scenario (one page).
- You find then a plan of how to arrange the scenario in the room and a big sign to indicate where the scenario is played in the room (two pages).
- The following pages show the suggested arrangement of the starting areas and the displays indicating where the players should go at the beginning of the scenario.
- The next page shows the name tags for the players in this scenario – cut them out.

**The following pages show the material for the participants:**

- “Welcome to Participa City” is handed out to all players, but only at the beginning of the game before the first scenario is played since it is a general introduction to the game and the city. You find this information copied according to the number of players. If “hospital” is not the first scenario played, you can ignore these pages.
- Each player gets another two papers: one with the biography card, the second with about the initial situation and the role that the player should play.
- Some players might get additional information. The person(s) concerned is/are indicated on the additional material and on the station overview.
- You can play this scenario parallel with all other scenarios.
- It might be useful to use carton paper for printing.

# PARTICIPA CITY – Hospital station overview




**Characters**

a. Mrs. Maria Dimitrova

b. Mrs. Iva Dimitrova

c. Mrs. Elena Vasileva

d. Dr. Borislav Kostov

e. Additional material

i. Patient documentation (admission form and dietary chart) (Mrs. I. Dimitrova, Mrs. Vasileva, Dr. Kostov)

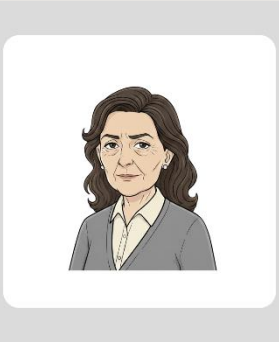
ii. Patient rights and complaint procedure (Mrs. I. Dimitrova)

iii. Job description and tasks of the hospital orderly (Mrs. Vasileva)

iv. Hospital protocol on allergy documentation and equal treatment (Dr. Kostov)



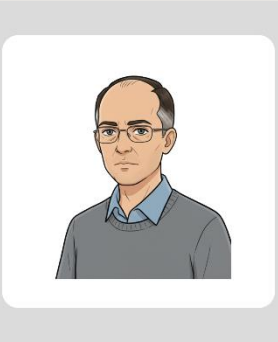
MRS. MARIA DIMITROVA



MRS. IVA DIMITROVA



MRS. ELENA VASILEVA



DR. BORISLAV KOSTOV

## SIMULATION GAME

Material for the trainer

# PARTICIPA CITY – Description of the scenario



## Initial situation

Earlier today, Mrs. Maria Dimitrova suffered a severe allergic reaction after eating her hospital meal. Her daughter Iva has already verbally attacked the hospital orderly, Mrs. Elena Vasileva, who served the meal, and the Head of Department, Dr. Kostov, has called everyone to a clarification.

Depending on your plan, members of the Anti-Discrimination Advisory Board (ADB) might join the scenario.

## Perspectives established in the station

- **Mrs. Maria Dimitrova, Patient**: affected by the medical incident and actively participates in the clarification discussion.
- **Mrs. Iva Dimitrova, Daughter of the Patient**: worried about her mother and convinced that someone must be held responsible; her reactions are influenced by stereotypes towards Roma people.
- **Mrs. Elena Vasileva**, **Hospital Orderly**: has been verbally attacked by Iva and feels unfairly blamed for the incident; her Roma background influences how she is perceived.
- **Dr. Borislav Kostov, Head of Orthopedics**: responsible for clarifying the incident, protecting patient safety and preventing discriminatory behaviour.

## Game procedure

- You hand out the indicated material to the participants.
- First, there is a reading phase (approx. 10 minutes).
- Then, you give an acoustic signal, and the participants start playing the scenario (approx. 20 minutes).
- With the next acoustic signal, you end the conversation and ask the players to join the debriefing.

# PARTICIPA CITY – Description of the scenario



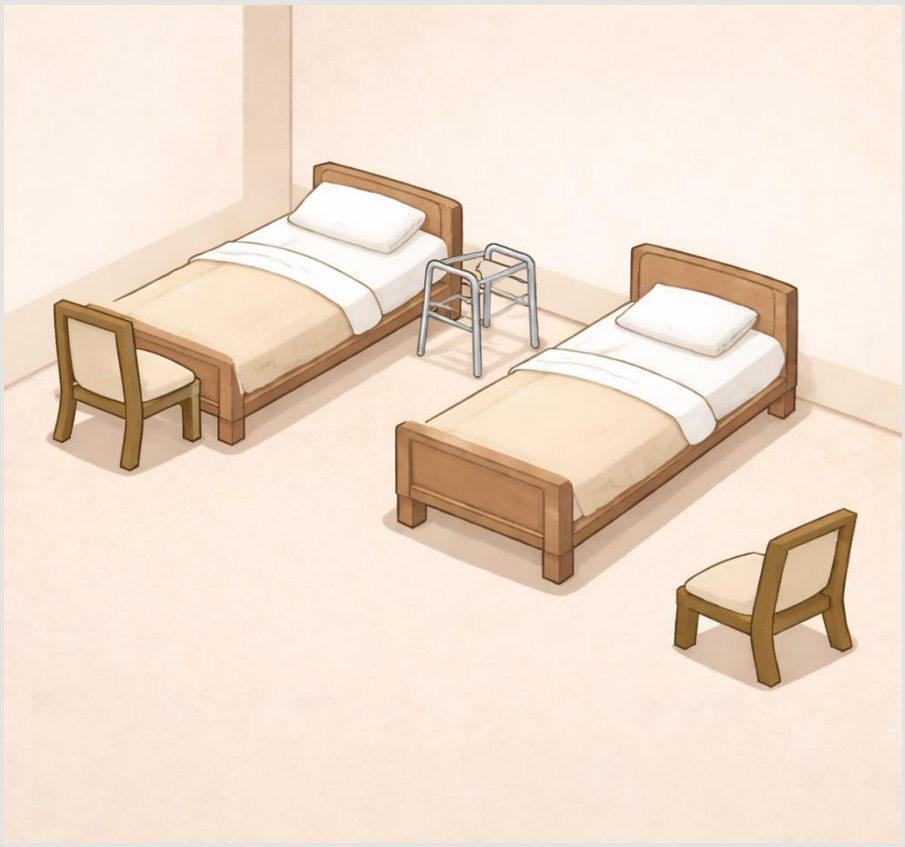
**Material for the participants**

- Mrs. M. Dimitrova: biography card + game instructions
- Mrs. I. Dimitrova: biography card + game instructions + additional material “Patient documentation” + “Patient rights and complaints procedure”
- Mrs. Vasileva: biography card + game instructions + additional material “Patient documentation” + “Job description and task of the hospital orderly”
- Dr. Kostov: biography card + game instructions + additional material “Patient documentation” + “Hospital Protocol - allergy documentation & equal treatment”

Material for the trainer

# PARTICIPA CITY – Exemplified station setup





Two slightly separated starting areas are needed: a patient room and a staff preparation area. The patient room requires two hospital beds and one chair next to Maria's bed. The staff preparation area requires two chairs. A small table for documents is optional. No room divider is required. At the beginning, Maria and Iva are in the patient room, while Elena and Dr. Kostov are in the staff preparation area. After the acoustic signal, Elena and Dr. Kostov move to Maria's bed for the clarification discussion.

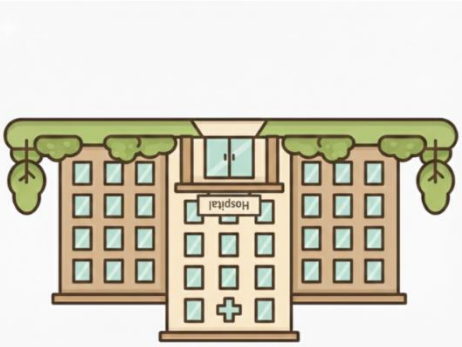
Additional chairs for representatives of the Anti-Discrimination Advisory Board (ADB) can be placed slightly aside within the room.

## SIMULATION GAME

# PARTICIPA CITY – Scenario Hospital




## SIMULATION GAME




(fold here)

**Hospital**

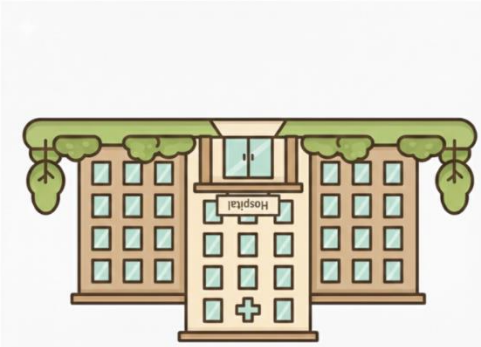
**Patient room**

**Mrs. M. Dimitrova and Mrs. I. Dimitrova**





At the beginning, Mrs. M. Dimitrova remains in bed and Mrs. I. Dimitrova stays beside her. After the acoustic signal, Mrs. Vasileva and Dr. Kostov come here for the clarification discussion. Maria remains in bed and actively participates.




(fold here)

**Hospital**

**Hospitable staff**

**Mrs. Vasileva and Dr. Kostov**





At the beginning, Mrs. Vasileva and Dr. Kostov prepare here for the clarification discussion (approx. 5 minutes). After the acoustic signal, they approach to Maria's bed, where the discussion with Maria and Iva takes place.

# PARTICIPA CITY – Scenario hospital – Name Tags



MRS. ELENA VASILEWA



DR. BORISLAV KOSTOV



MRS. MARIA DIMITROVA



MRS. IVA DIMITROVA

# Welcome to PARTICIPA CITY

Material for participants

**Introduction for all players**

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active neo-Nazi structures, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round table against right-wing tendencies has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019). 31% of Roma in the EU report experiencing discrimination based on ethnic origin (2024 FRA, Roma survey).

**But something is different in this city:**

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

**Have fun with the game!**

# Welcome to PARTICIPA CITY

Material for participants

**Introduction for all players**

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active neo-Nazi structures, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round table against right-wing tendencies has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019). 31% of Roma in the EU report experiencing discrimination based on ethnic origin (2024 FRA, Roma survey).

**But something is different in this city:**

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

**Have fun with the game!**

# Welcome to PARTICIPA CITY

Material for participants

**Introduction for all players**

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active neo-Nazi structures, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round table against right-wing tendencies has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019). 31% of Roma in the EU report experiencing discrimination based on ethnic origin (2024 FRA, Roma survey).

**But something is different in this city:**

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

**Have fun with the game!**

# Welcome to PARTICIPA CITY

Material for participants

**Introduction for all players**

Participa City is a medium-sized town in Europe with approximately 100,000 residents. It is hardly different from other cities of this size. All types of schools are represented, as well as a University of Applied Sciences specializing in economics. The largest employer in the area is a metal processing company. Additionally, the town has ten sports clubs, a police headquarters, and two fire stations. There is also a neighbourhood considered a so-called “social hotspot”. This town district hosts institutions providing counselling services. Moreover, there are active neo-Nazi structures, whose members are primarily active in the surrounding areas but also occasionally make appearances in the city. For this reason, a round table against right-wing tendencies has been initiated and campaigns for more diversity are held regularly. According to studies conducted by the local University of Applied Sciences, approximately every second resident tends to hold prejudiced views against asylum seekers. And in 2019, an EU-wide Eurobarometer survey found that over half of Europeans believe racial or ethnic discrimination to be widespread in their country (Eurobarometer Discrimination in the EU 2019). 31% of Roma in the EU report experiencing discrimination based on ethnic origin (2024 FRA, Roma survey).

**But something is different in this city:**

After repeated attacks on local mosques, the situation escalated last year. Islamophobic slogans were repeatedly spray-painted on the walls of the city's largest Muslim place of worship. In response, the mosque's board decided to station a guard. Just a few days later, the guard was attacked and seriously injured. The perpetrators managed to escape and have been unsuccessfully sought ever since.

This incident sparked a broad debate on the issue of racism. The city council decided that the city should become **free of racism**. As a first symbolic step, the city was renamed Participa City. During the renaming ceremony, Mayor Calan stated: "Every person in this city should know that Participa City aspires to become a place free of discrimination!”. In Participa City, there are several political groups and initiatives. One of them gained significant attention by writing an open letter to the city council. In the letter, they called for a critical examination of the situation in Participa City regarding racism. At the following city council meeting, the issue was addressed as a top priority. The council members decided to establish an **Anti-Discrimination Advisory Board (ADB)**. Its members are selected randomly from among all residents. The board's findings are intended to help combat racism in the city.

We now want to visit places in the city where people from diverse backgrounds interact daily: for example, at schools, the employment agency, the train station, or sports and playgrounds. These encounters will allow us to identify the stumbling blocks on the path to a racism-free society. None of the participants should fear criticism of their behavior during the game: we are all here to learn how to recognize racism and discriminatory behavior in everyday life and develop strategies to counteract them. Unfortunately, in some instances, it will be necessary to reproduce racism to facilitate this learning process.

**Have fun with the game!**



## MRS. MARIA DIMITROVA

You are **84 years** old and were born and raised in a small town near Participa City and worked for more than thirty years as a **primary school literature teacher** in Participa City.

You are widowed and have one daughter, Iva, who is very protective of you. Throughout your life you valued **kindness, education, and human dignity** above social status. When your husband became seriously ill years ago, a young **Roma caregiver** from your neighborhood helped the family with exceptional devotion and compassion. That experience shaped your open and accepting attitude toward Roma people. You believe individuals should be judged by their character, not ethnicity.

You enjoy reading novels, tending to your balcony plants and meeting former colleagues for coffee. You have always valued education and enjoy discussing books and everyday events with your daughter.



# PARTICIPA CITY – Game instructions
# “Hospital” for Mrs. Maria Dimitrova

**Game procedure**

- Identify yourself with the person from the biography card and these game instructions here to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, Mrs. Vasileva and Dr. Kostov come to your bed (approx. 20 minutes). Your remain in bed and participate in the discussion.
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

**The initial situation**

Earlier today, you experienced a frightening medical incident in the Orthopaedics Department, where you are recovering after leg surgery. Shortly after eating the hospital meal that was brought to you, you began to feel unwell. Within minutes, you developed a severe allergic reaction that became life-threatening. You clearly remember having informed the hospital staff about your serious food allergy when you were admitted. You trusted that this information had been properly recorded and that your meals would be safe for you. The food you received was served according to the dietary chart attached to your bed, so you had no reason to doubt it. After the emergency treatment, you feel shaken and confused about how such a mistake could have happened. You know that your daughter Iva has already confronted the hospital orderly, Mrs. Vasileva, about the incident. You want to understand the truth, but you also feel concerned about the way the situation is being handled and about the people involved. It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

**Your role in the situation**

You are still physically weak after surgery and the recent allergic shock. The experience frightened you deeply and reminded you how dependent you are on medical staff at this stage of your life. You are an active participant in the clarification discussion. You want to explain what you remember, answer questions and make sure that your perspective is heard. You **clearly remember informing hospital personnel** about your allergy during admission and assumed the information had been properly recorded.

In this discussion, your primary concern is safety and trust. You want to understand how such a dangerous mistake could occur. You are not looking for conflict, but you expect to be taken seriously. You value fairness and respectful communication. Although you feel vulnerable, you are mentally clear and able to describe what happened from your perspective. You hope that responsibility will be clarified carefully and without unjust accusations.







## MRS. IVA DIMITROVA

You are **52 years** old, **studied economics** at the University of Applied Science in Participa City and later built a stable career as a financial administrator. You are divorced and have one adult son studying abroad, which makes your relationship with your mother even more central in your life.

Growing up in a modest neighborhood, you were constantly surrounded by **conversations filled with fear** and open distrust toward minority groups, especially Roma families. As a child, you **witnessed a theft** in the area that adults immediately blamed on Roma residents. The anger and certainty in their reactions stayed with you. Even though you never personally confirmed what had happened, you absorbed the message that Roma people were dangerous and unreliable. Over time, repeated warnings from relatives to **“be careful” and “not trust them”** shaped a firm belief that problems and disorder were often connected to them.

As an adult, you rarely question these assumptions. You may not express them openly in professional settings, but internally you hold a strong suspicion toward Roma individuals, especially in situations involving responsibility or safety.



# PARTICIPA CITY – Game instructions
# “Hospital” for Mrs. Iva Dimitrova

**Game procedure**

- Identify yourself with the person from the biography card and these game instructions here as well as with the additional material to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, the discussion with Mrs. Vasileva and Dr. Kostov begins (approx. 20 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

**The initial situation**

You arrived at the hospital shortly after being informed that your mother had suffered a severe allergic reaction. When you saw her connected to medical equipment and visibly weakened, you were shocked and frightened. You know that she clearly mentioned her food allergy during admission and cannot understand how such a dangerous mistake could have occurred. In the corridor, you met Mrs. Elena Vasileva, the hospital orderly who had served your mother's meal. In your fear and anger, you verbally attacked her and accused her of being responsible for what had happened. This confrontation has already taken place. You have now been called to a clarification discussion with your mother, Mrs. Vasileva and Dr. Kostov. The discussion takes place at your mother's bed. It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

**Your role in the situation**

You are protective, emotionally intense, and deeply attached to your mother. Seeing her nearly loose her life has shaken you profoundly. In moments of crisis, you look for clear responsibility because uncertainty makes you feel powerless. You expect professional standards from the hospital and believe mistakes of this magnitude should have consequences.

Under stress, your fear turns into anger. You quickly focus on **the staff member who served the meal** and allow assumptions about competence and reliability to shape your reactions. Without fully reflecting on it, **stereotypes influence your perception**. You are convinced that someone must be held accountable.

During the discussion, you remain demanding and confrontational, asking for explanations and consequences. You continue to focus on Elena's role, but you should also listen to what the others explain and react to information that emerges during the discussion.





# PARTICIPA CITY – Biography card



## MRS. ELENA VASILEVA

You are **32 years old and grew up in a Roma family** on the outskirts of the Participa City. Your parents worked hard in unstable jobs to provide for you and your two brothers. From an early age, you learned the **importance of discipline, reliability, and resilience**.

At school, you were often one of the **few Roma students in your class** and quickly understood that you needed to prove yourself constantly.

After completing vocational training, you began working at the hospital as an orderly. You take pride in being punctual and precise. A former supervisor once told you that your **calmness under pressure** is your greatest strength. You value dignity and fairness deeply, especially because you know how easily people judge without knowing someone's full story.

Outside work, you enjoy spending time with your family, cooking and going for walks. You are proud of having built a stable career and value reliability and respectful relationships.



## SIMULATION GAME

# PARTICIPA CITY – Game instructions
# “Hospital” for Mrs. Elena Vasileva

**Game procedure**

- Identify yourself with the person from the biography card and these game instructions here as well as with the additional material to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, the discussion with Mrs. M. Dimitrova, Mrs. I. Dimitrova and Dr. Kostov begins (approx. 20 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

**The initial situation**

You were performing your regular duties in the Orthopedics Department, distributing meals according to the dietary charts attached to each patient’s bed. You followed the written plan exactly as documented. Shortly after serving Mrs. M. Dimitrova, an emergency alarm was triggered: she had suffered a severe allergic reaction. Within minutes, tension spread through the ward. You were informed that the reaction was caused by food containing an allergen. Later, Mrs. Iva Dimitrova approached you in the corridor and verbally attacked you, accusing you of being responsible for her mother's condition. This confrontation has already taken place. You have now been called to a meeting with Maria, Iva and Dr. Kostov for clarification. It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

**Your role in the situation**

You take your responsibilities seriously and are known among colleagues for being reliable and diligent. As a hospital orderly, you **follow documented instructions but are not responsible for creating medical or dietary plans**.

In stressful situations, you are **often among the first to be blamed**. Because of your Roma background, you have experienced subtle and open discrimination before. In this case, you sense that judgments about your competence are influenced less by facts and more by stereotypes.

You feel humiliated and frightened about possible professional consequences. During the discussion, you aim to remain calm and composed. You insist that you followed the written documentation and expect to be evaluated fairly and based on procedures rather than prejudice.







## DR. BORISLAV KOSTOV

You are **58 years old** and have spent most of your professional life in the medical field. After studying medicine in a close town to Participa City, you returned to your hometown to build your **career in orthopedics**.

You are married with two children and have led the Orthopedics department for over a decade, you earned a reputation as a disciplined and **highly competent surgeon**.

Raised in a **traditional environment**, you were exposed to common social stereotypes about minority communities, including Roma people. Although you consider yourself professionally objective, some of these early influences have **shaped your expectations**. Over the years, you have had mixed professional experiences with staff from different backgrounds. A few difficult cases involving underqualified auxiliary workers have reinforced your tendency to be more cautious and suspicions toward Roma staff members.

You would never openly admit to differential treatment, and you firmly believe in merit and procedure. However, unconsciously, you may hold Roma employees to stricter standards, expecting them to prove reliability more consistently than others.



# PARTICIPA CITY – Game instructions
# “Hospital” for Dr. Borislav Kostov

**Game procedure**

- Identify yourself with the person from the biography card and these game instructions here as well as with the additional material to get familiar with the game situation.
- First, there is a reading phase to prepare yourself (approx. 10 minutes).
- After an acoustic signal, the discussion with Mrs. M. Dimitrova, Mrs. I. Dimitrova and Mrs. Vasileva begins (approx. 20 minutes).
- After another acoustic signal, the conversation ends and the trainer will ask you to join the debriefing.

**The initial situation**

Earlier today, you were informed that a post-operative patient had suffered a life-threatening allergic reaction in your department. Although the emergency team managed to stabilize her, the incident immediately raised concerns about patient safety and procedural compliance. Shortly afterward, you were informed that the patient's daughter, Iva, had verbally attacked the hospital orderly, Mrs. Elena Vasileva, in the corridor after learning that Elena had served the meal. Tensions were escalating, and questions of negligence and responsibility were circulating among staff.

As head of department, you have called for a clarification meeting with everyone involved to assess the situation, prevent further escalation, and ensure a structured and professional review.

It is possible that members of the Anti-Discrimination Advisory Board (ADB) will join you.

**Your role in the situation**

You are an experienced physician with many years of leadership in the Orthopedics Department. Patient safety is your highest priority, but you are equally responsible for protecting your staff from premature accusations. In crisis situations, you **believe in facts, documentation, and procedural review rather than emotional reactions**. You are aware that stress can trigger blame dynamics and potentially discriminatory behavior within teams. As department head, your authority influences the atmosphere: you can either allow assumptions to dominate or insist on fairness and structured investigation. In the discussion, you maintain calm authority, prevent personal attacks, and focus on clarifying documentation, responsibilities, and institutional procedures before drawing conclusions.





# ADDITIONAL MATERIAL HOSPITAL
# MRS. I. DIMITROVA, MRS. VASILEVA, DR. KOSTOV





## Patient documentation
## (admission form and dietary chart)

**Admission form**

**Patient Name**: Maria Dimitrova

**Age:** 84

**Department**: Orthopedics

**Reason for Admission**: Femoral fracture after fall at home

- **Medical History (self-reported):**

☐ Diabetes

☐ Cardiovascular disease

☐ Hypertension

☒ Severe food allergy (patient verbally reports allergy to peanuts and peanut derivatives)

- **Allergy Section (to be completed by admitting nurse):**

☐ No known allergies

☐ Allergy documented in electronic system

☐ Allergy documented in nutritional plan

⚠ *Field incomplete – No allergen specified*

# ADDITIONAL MATERIAL HOSPITAL
# MRS. I. DIMITROVA, MRS. VASILEVA, DR. KOSTOV





## Patient documentation
## (admission form and dietary chart)

**Admission form**

**Patient Name**: Maria Dimitrova

**Age:** 84

**Department**: Orthopedics

**Reason for Admission**: Femoral fracture after fall at home

- **Medical History (self-reported):**

☐ Diabetes

☐ Cardiovascular disease

☐ Hypertension

☒ Severe food allergy (patient verbally reports allergy to peanuts and peanut derivatives)

- **Allergy Section (to be completed by admitting nurse):**

☐ No known allergies

☐ Allergy documented in electronic system

☐ Allergy documented in nutritional plan

⚠ *Field incomplete – No allergen specified*

# ADDITIONAL MATERIAL HOSPITAL
# MRS. I. DIMITROVA, MRS. VASILEVA, DR. KOSTOV





## Patient documentation
## (admission form and dietary chart)

**Admission form**

**Patient Name**: Maria Dimitrova

**Age:** 84

**Department**: Orthopedics

**Reason for Admission**: Femoral fracture after fall at home

- **Medical History (self-reported):**

☐ Diabetes

☐ Cardiovascular disease

☐ Hypertension

☒ Severe food allergy (patient verbally reports allergy to peanuts and peanut derivatives)

- **Allergy Section (to be completed by admitting nurse):**

☐ No known allergies

☐ Allergy documented in electronic system

☐ Allergy documented in nutritional plan

⚠ *Field incomplete – No allergen specified*

# ADDITIONAL MATERIAL HOSPITAL
# MRS. I. DIMITROVA, MRS. VASILEVA, DR. KOSTOV





## Patient documentation
## (admission form and dietary chart)

**Dietary Chart attached to patient's bed**

**Patient:** Maria Dimitrova

**Diet type**: standard post-operative diet

**Restrictions**: -

**Allergies:** not indicated

**Lunch:**

• Vegetable soup

• Chicken with rice

• Salad (contains peanut oil dressing)

• Yoghurt

**Prepared by**: nutrition services

Based on documented dietary plan

# ADDITIONAL MATERIAL HOSPITAL
# MRS. I. DIMITROVA, MRS. VASILEVA, DR. KOSTOV





## Patient documentation
## (admission form and dietary chart)

**Dietary Chart attached to patient's bed**

**Patient:** Maria Dimitrova

**Diet type**: standard post-operative diet

**Restrictions**: -

**Allergies:** not indicated

**Lunch:**

• Vegetable soup

• Chicken with rice

• Salad (contains peanut oil dressing)

• Yoghurt

**Prepared by**: nutrition services

Based on documented dietary plan

# ADDITIONAL MATERIAL HOSPITAL
# MRS. I. DIMITROVA, MRS. VASILEVA, DR. KOSTOV





## Patient documentation
## (admission form and dietary chart)

**Dietary Chart attached to patient's bed**

**Patient:** Maria Dimitrova

**Diet type**: standard post-operative diet

**Restrictions**: -

**Allergies:** not indicated

**Lunch:**

• Vegetable soup

• Chicken with rice

• Salad (contains peanut oil dressing)

• Yoghurt

**Prepared by**: nutrition services

Based on documented dietary plan

# ADDITIONAL MATERIAL HOSPITAL
# MRS. I. DIMITROVA



## Patient rights and complain procedure

**Hospital Patient Rights Charter (Extract)**

All patients have the right to:

1. Safe and evidence-based medical treatment
2. Proper documentation of medical history and allergies
3. Dignified and respectful treatment
4. Equal treatment regardless of ethnicity, religion, gender, age, or social status
5. Transparent clarification of medical incidents
6. Access to complaint procedures without disadvantage

**Complaint Procedure**

If a patient or relative believes a medical error has occurred:

1. A written complaint may be submitted to the department head.
2. An internal review must be initiated within 48 hours.
3. All involved documentation must be examined.
4. Staff members have the right to respond before conclusions are drawn.
5. If discrimination is alleged, the Equal Treatment Officer must be informed.

# ADDITIONAL MATERIAL HOSPITAL
# MRS. VASILEVA



## Job description and tasks of the hospital orderly

**Position:** Hospital Orderly

**Core Responsibilities:**

• Distribution of meals according to written dietary charts

• Support of nursing staff in non-medical tasks

• Transport of patients within the department

• Maintenance of hygiene standards

**Limitations of Responsibility:**

• Not authorized to modify dietary plans

• Not responsible for documenting allergies

• Not permitted to change physician or nurse instructions

**Professional Standards:**

• Follow written documentation precisely

• Report inconsistencies immediately to nursing staff

• Maintain respectful communication with patients and relatives

**Equal Treatment Clause**

All hospital staff are entitled to:

• Protection from discrimination

• Fair evaluation based on documented duties

• Protection from premature accusations

# ADDITIONAL MATERIAL HOSPITAL DR. KOSTOV



## Hospital Protocol - allergy documentation & equal treatment

**Allergy documentation protocol**

1. All reported allergies must be recorded in:

- Admission form
- Electronic patient system
- Nutritional plan

2. Verbal information must be confirmed in writing.

3. Dietary services rely exclusively on documented data.

4.Missing documentation constitutes a procedural error

**Incident Review Protocol**

In case of medical incidents:

- No staff member may be blamed publicly before review.
- All documentation must be examined.
- Hierarchical responsibility must be clarified.
- Emotional conflict must be de-escalated

**Equal Treatment & Anti-Discrimination Policy**

The hospital commits to:

- Zero tolerance for discrimination
- Equal evaluation of staff performance
- Intervention in cases of biased remarks
- Protection of vulnerable employees

# Participa City



**Note on language and context:** Our European project consortium has made every effort to use inclusive and sensitive language throughout these materials; however, linguistic and cultural differences between language versions may affect nuances of wordings, and we rely on users to apply the materials thoughtfully and sensitively in their own context so that they support reflection on discrimination without reproducing it.

Images generated using AI (Sora | Gemini) for illustrative purposes

**https://participa-city.eu**

Project N°: 2024-1-DE02-KA220-ADU-000255284

CC BY SA

Co-funded by the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.