

Kitchener Downtown Community Health Centre

Type of Policy:

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| <input type="checkbox"/> Administration (A) | <input type="checkbox"/> Client Services General (CG) |
| <input type="checkbox"/> Board of Directors (B) | <input type="checkbox"/> Client Services Programs (CP) |
| <input type="checkbox"/> Financial (F) | <input type="checkbox"/> Primary Care (PC) |
| <input type="checkbox"/> Human Resources (H) | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input checked="" type="checkbox"/> KDCHC Governing Principles (K) | <input type="checkbox"/> Diabetes Education Program (DEP) |
| <input type="checkbox"/> Occupational Health & Safety (S) | <input type="checkbox"/> Volunteers (V) |

Policy No.: K0402

Title: Non-Discrimination

Policy

KDCHC respects and follows the letter and spirit of the Ontario *Human Rights Code*. We support and protect the dignity and worth of everyone. KDCHC will refer to the “Guide to your rights and responsibilities under the Human rights code provided by the Ontario Human Rights Commission.” *

We provide equal rights and opportunities for all employees, clients and volunteers. Our policies, programs and processes are designed to address, prevent and eliminate discrimination in all aspects of employment and when we provide services to others. We do not tolerate harassment or unwelcome comments and actions. We take prompt action if such problems occur.

These are the prohibited grounds of discrimination under the *Code*: race, ancestry, place of origin, ethnic origin, citizenship, sexual orientation, sex, gender identity, gender expression, disability, colour, creed, age, marital status, family status, reprisal, receipt of public assistance, record of offences and discrimination because of association.

The *Code* requires equal treatment in employment, housing, contracts, goods, services and facilities, and membership in vocational associations and trade unions.

Therefore, the following beliefs will inform all policy development and practices of the organization:

- That discrimination exists in our society and affects our health;
- That freedom from discrimination is an essential condition for good health;
- That it is our responsibility to work with our community and other partners to increase awareness of and eliminate discrimination in our community;

KDCHC also supports an Anti-Oppression approach to its work

- Our Vision is of an organization and community where everyone has equal opportunities for participation through access, inclusion and empowerment
- It is the work of actively reflecting on and evaluating all KDCHC operations with a view to possible oppressive practices, then challenging and removing any that perpetuate oppression either on an individual or systemic basis

Principles:

- Eliminating all forms of oppression in our structures/systems, policies, practices and in the provision of programs and services in order to create and maintain a safe environment that facilitates open and respectful participation of clients, volunteers, students, community, staff and board members.
- Advocating and actively supporting change that ensures equitable practices and resource distribution and eliminates systemic barriers.
- Supporting work that is committed to the elimination of oppression, specifically as it impacts the social determinants of health and access to health care services.
- Promoting Anti-oppression principles through the dynamic and meaningful involvement with people who reflect the diversity of our community. This should include all aspects of KDCHC activity with clients, advisory groups, volunteers, board, staff and community partners.

Procedures

KDCHC has a broad range of policies and procedures that work together to support a non-discrimination and anti-oppression approach for all stakeholders.

The Centre is committed to ensuring that staff, volunteers and students is advised of KDCHC expectations focusing on non-discrimination, anti-oppression and inclusion and that these policies and procedures are reflected in all aspects of the Centre's work. This work includes and is not limited to all aspects of human resources, selection of volunteers and vendors and service provision.

The policies and procedures that support a non-discrimination approach include:

- Commitment to Accessibility – K1401
- Accessibility in Employment – H1402

- Workplace Violence – S1002
- Workplace Harassment – S1001

- Board Code of Conduct – B0901
- Board Recruitment - B1601

- Right to primary health care – CG 1601

- Reporting Inappropriate Activity – B0101
- Client Complaints - CG1103

Reference: Ontario Human Rights Code website <http://www.ohrc.on.ca/en/human-rights-code-cards>

Approved by: Board of Directors

Date: December 13 2016