



CLIFTON CARE SCHEME EQUALITY AND DIVERSITY POLICY

General

Clifton Care Scheme (CCS) is committed to achieving equal opportunities in the services it provides. No user of our services or volunteers should receive less favourable treatment because of: - sex, colour, ethnic origin, age, race, disability, religion, sexual orientation and/or marital status.

As a provider of a service to the community, CCS accepts the responsibility to promote equal opportunities and challenge discrimination wherever it occurs. This document sets out the main consequences of this commitment and the action to be taken in order to achieve equal opportunities.

It is the responsibility of all volunteers and clients to ensure that no other client or volunteer receives less favourable treatment than any other on the grounds already stated.

CCS recognises that some clients may, because of their past or present distress or illness, say or do things that would otherwise be unacceptable and incompatible with this policy, held on the Clifton website. CCS will do all it can to challenge such behaviour. In cases where intervention is possible, a gentle approach will be adopted which aims to alter attitudes and behaviour while maintaining support for the distressed client.

Responsibility

CCS has overall responsibility for the effective operation of this policy. However, all volunteers and clients have a duty as part of their involvement with CCS to do everything they can to ensure that the policy works in practice.

CCS will bring to the attention of all volunteers and clients the existence of this policy.

Those responsible for recruiting volunteers are responsible for ensuring that they are aware of this policy and adhere to it while working as a volunteer.

If any client or volunteer feels that they have been, or are being, discriminated against in any way, they are entitled to pursue the matter with the committee.

All instances or complaints of a discriminatory behaviour will be treated seriously as will complaints or allegations of an unfounded or malicious nature.

Disabled Access

CCS will endeavour to ensure, as far as is practicable, that all the premises it uses have disabled access.

Use of Language

Volunteers and clients should avoid and challenge the use of language that in any way, belittles:

- disabled groups and/or individuals with special needs
- any race, culture or religion
- a person's sexual orientation
- women and/or men.

Sexual Harassment

No volunteer or service user should be subject to sexual harassment.

This is interpreted as unwanted behaviour of a sexual nature including:

- verbal sexual abuse
- physical contact
- repeated remarks which an individual finds offensive

The client or volunteer who is the recipient of such behaviour will be entitled to make a formal complaint.

CCS will monitor the progress, development and practice of this policy.

Chair's Signature:

Date: