



TRUE DAVIDSON MEALS ON WHEELS (EAST YORK) INC.

DIVERSITY POLICY

REQUIRED BY: City of Toronto

POLICY STATEMENT:

We recognize our responsibility to reflect the cultural diversity of our community and provide equitable access to all parties. A positive environment is provided, regardless of gender, age, race, ethnicity, language, religion, sexual orientation, income level, physical disabilities or citizenship status. Cooperation with the Social Planning Council of the City of Toronto and other service providers will be undertaken to ensure a range of services within the limits of our letters patent. Any form of racism is not tolerated.

PROCEDURES:

- Types of meals and services provided will reflect the different cultures of clients, where demand warrants and an appropriate supplier exists.
- Volunteers of all genders will be recruited regardless of aboriginal, racial, ethno-cultural and linguistic groups.
- Qualified staff will be hired to service the diversity of the community, in order to create a greater comfort level for clients.
- Any communication or physical barriers between staff, volunteers and clients will be minimized or eliminated.
- Diversity training for staff and volunteers will be supported and encouraged to enhance understanding and increase ability to work with all clients.

REPORTING:

1. Staff and volunteers must immediately report any potential or suspected violations to the Executive Director. Clients are also encouraged to immediately report any potential or suspected violations to the Executive Director. The Executive Director will initiate an investigation if they suspect there has been a violation.
2. The Executive Director will verbally respond to the reporting party within five days.
3. The Executive Director will investigate the situation with the suspected victim, the offending party and the reporting party and other resources as necessary. A written report will be completed within thirty days. The report will include a quality audit and be distributed to all parties involved. If necessary, improvement plans addressing contributing factors will be implemented.



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4. The Executive Director may, in certain circumstances, opt to contact caregivers, Community Care Access Centres, other agencies or appropriate authorities as necessary to ensure the safety and security of the individuals involved.
5. In the event that the violation has been verified, the offending party will be disciplined or terminated as appropriate. Discipline may include documentation in the offending party's file, counselling, mentoring, education or enrollment in suitable workshop or courses.
6. The Executive Director will report all violations to the Board of Directors, respecting the privacy of all parties.
7. In the event that the Executive Director is the subject of the violation, the situation should be reported directly to the President, who will complete the investigation, following the above guidelines.

IMPLEMENTATION:

Clients are informed of the policy as part of the assessment process during a home visit, or mailed in an information package.

Volunteers and staff are made aware of the policy during their initial interview for service or employment. The policy is reviewed with staff annually during their performance review.

The Board of Directors will review the policy at least every five years.

ADOPTED: January 1997; revised May 20, 2003 and May 27, 2008