## DIVERSITY AND ANTI-RACISM POLICY

[Organization Name] understands that its clients, staff, and other stakeholders come from diverse communities and that the shifting demographics have consequences for providing access to programs and services.

[Organization Name] is committed to racial justice and the abolition of all forms of oppression, including the effects of colonization, racism, heteronormativity, homophobia, transphobia, ableism, sexism, and class-based discrimination, to mention a few.

As such, [Organization Name] prohibits discrimination and harassment and safeguards the right to be free of hate activity on the basis of one's race, age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, receipt of public assistance, or record of obstructive behaviour.

We understand that barriers to services exist for members of different communities, and we are committed to acting as a positive influence in eliminating such barriers.

POLICY

[Organization Name] will make every effort to ensure that its structure (staff, board, and volunteers) reflects our diverse community, thus encouraging equal access to all elements of volunteerism, employment, and agency services.

Hiring and Employment

[Organization Name] actively recruits diverse applicants, workers, and volunteers and will fight as allies to end oppression in our communities.

[Organization Name] will take steps to ensure cultural and racial sensitivity in its services. For this purpose, staff members may seek alternate statutory holiday time in accordance with their cultural/personal observances, and [Organization Name] will accommodate alternate time off for these holidays.

[Organization Name] accepts anyone who identifies as a woman, trans woman, two-spirit, femme, genderqueer, or non-binary identity. This is true for all aspects of employment, including volunteer work and client services. We shall make reasonable concessions to ensure equal access to services and employment.

[Organization Name] will ensure that our programs work to address systemic barriers to full community engagement. This includes advertising in a variety of media outlets for new employment opportunities and program offerings, as well as recruiting diverse community members to our Board, staff, and volunteer pool.

Services

[Organization Name] will make services and programs accessible to diverse communities within the organization’s budget, and will make sure its workspaces remain harassment-free, safe, and affirming.

[Organization Name] will engage diverse communities through information sessions and workshops about its programs and will conduct frequent reviews of its outreach, communications, program planning, and evaluation plans to ensure that it is effectively addressing various communities.

[Organization Name] will advocate for anti-racist, anti-oppression policies and educational opportunities that foster a positive appreciation for varied identities and attitude transformation.

Information and Communication

[Organization Name] is devoted to providing various communities with information about its services and initiatives. This includes:

* Keeping its website and email newsletter updated with information about all of its services and programs;
* Leveraging social media platforms such as Facebook, Instagram, and Twitter to educate the public about its services and programs; and
* Developing communication products, such as e-newsletters, booklets, brochures, flyers, and annual reports, to make that information accessible to the general public, including diverse communities.

Training

[Organization Name] will ensure that those responsible for the delivery of services and programs have the knowledge, understanding, and skills necessary to work with and serve members of diverse communities, particularly equity-seeking communities, and will encourage facilitators and members to attend free or low-cost training sessions offered by the organization and other service providers.

Wherever possible, [Organization Name] will allocate training costs as part of program budgets.

[Organization Name] will not permit discriminatory incidents or behaviour and will address such issues as quickly as feasible.

PROCEDURES

Complaint

Individuals have the ability to file complaints about conditions that they believe are discriminatory or harassing. [Organization Name] will adhere to the following standards in the event of a complaint:

* Individuals may lodge a verbal complaint first, but a written statement of the incident will be required.
* Complaints should be filed as soon as feasible; ideally within X days of the date of the incident. If the complaint is filed more than three months after the act occurred, the complainant should explain why the occurrence was not reported sooner.
* A letter of complaint should include a concise description of the offending incident(s), the date and location of the incident(s), the person(s) involved, and the names of any witnesses. The complainant's letter should be signed and dated.
* Complaints will be resolved in consultation with the Board of Directors by the Executive Director.
* All complaints against the Executive Director shall be resolved directly by the Chair of the Board of Directors in collaboration with the Board of Directors.
* Retaliation against employees for filing a complaint or providing information about a complaint is forbidden. Allegations of retaliation are subject to the same complaint procedures and consequences as discrimination complaints.

Investigation

The Executive Director and/or Chair of the Board of Directors must commence the inquiry process within two business days of receiving a complaint.

The Executive Director will notify the individual(s) listed in the complaint as soon as feasible after receiving the said complaint. Each person mentioned in the complaint has the right to respond to the allegations levelled against them.

Individuals mentioned as witnesses in the complaint will be interviewed.

Remedy: Settlement and Disciplinary Action

Following the conclusion of the inquiry, the investigator will prepare a written report outlining the investigation's findings.

The investigator may attempt to mediate a resolution of a complaint at any point prior to or during an investigation with the permission of the complainant and respondent. Every attempt will be made to establish an amicable resolution that is acceptable to both the complaint and the responder.

If a discriminating or racist incident is discovered, disciplinary action up to and including dismissal will be taken. Specifically, the investigator may recommend any of the following remedies, depending on the gravity of the findings:

* requiring the respondent to make a verbal or written apology;
* issuing a verbal or written reprimand with a copy to the respondent's personnel file; or
* dismissing the respondent.

If the findings do not support the complaint, [Organization Name] may:

* offer training or improved communications; or
* recommend that no further action be taken.

Similarly, a person who makes a frivolous or vexatious complaint may face disciplinary punishment.

The complainant(s) and others named in the complaint have the right to review and comment on the inquiry results with the Executive Director or the Chair of the Board of Directors.

Records

When corrective action necessitates disciplining an employee, a record of the disciplinary action will be kept in the employee's personnel file. All additional records pertaining to the investigation shall be maintained separately from the personnel file.

Confidentiality

All parties to a complaint must maintain the matter's confidentiality.

The investigator will disclose information only to those who have a legitimate need to know. Whenever possible, inquiry reports are published in an abbreviated format that omits witness identities.