



NEW CANADIANS CENTRE PETERBOROUGH

Policy Name: Anti-Discrimination, Access, & Equity
Policy Type: Client Service

Created: April 17, 2007
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New Canadians Centre Peterborough (NCCP) strives to promote an environment free of discrimination and which ensures that diverse communities have equitable access to the agency's services.

1.0 No Discrimination or Harassment

Discrimination is the act of treating a person unequally, and is usually based on personal prejudices and stereotypical assumptions.

Harassment means any behaviour that threatens, demeans, humiliates, or embarrasses a person, and that the other person knew or ought to have reasonably known would be considered unwelcome or offensive. It includes actions, comments or displays. It may be a single incident or continue over time.

1.1 Harmful discriminatory behaviour, including harassment, will not be tolerated by NCCP.

1.2 NCCP recognizes and affirms that every person has a right to equal treatment with respect to services without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or handicap.

1.3 Any client of the agency who feels they have been, or are being discriminated against or harassed by a staff member or volunteer of NCCP are encouraged to make a complaint to the Executive Director (or the Chair of the Board of Directors if the complaint is against the Executive Director). The Executive Director (Chair) will look into the matter in as confidential a manner as possible and take appropriate action in a timely manner.

1.4 Any client of the agency, or other person, reasonably found by NCCP staff to be engaging in harassing behaviour on the agency's premises, or at a NCCP function, may be asked to leave. The NCCP expressly reserves the right to limit, discontinue and/or refuse service(s) to individuals who have seriously or persistently engaged in harassing behaviour towards other clients, volunteers or staff.

2.0 Access & Equity

Access means the ability to make use of and benefit from services and programs without facing barriers.

Equity means fair access to services and programs.

2.1 NCCP is committed to providing equality of opportunity to all persons. Access to NCCP's programs will not be affected by race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or handicap except where programs are designed to meet the needs of particular groups.

2.2 NCCP is committed to achieving the following access & equity objectives:

- ensure the broadest possible reach of the agency's programs
- ensure that NCCP's policies, procedures and literature are non-discriminatory
- ensure that agency premises are accessible to people with disabilities and that accessibility is taken into consideration during event planning
- take reasonable steps to ensure that services, programs and decision-making reflect the community the agency serves

3.0 Ontario Human Rights Commission and Police

3.1 Individuals are encouraged to contact the Ontario Human Rights Commission about their rights and should be aware they only have a limited amount of time to file a complaint with the commission.

3.2 If harassment involves physical or sexual assault, which are criminal offenses, the police are the appropriate avenue for dealing with the situation, and therefore, such incidences should be reported to the local police.

Do you have feedback about this policy? NCCP endeavours to review the agency's policies regularly. Please contact the Executive Director with any comments and suggestions to forward to the Policy Committee of the Board of Directors.