

Natalis Counseling & Psychology Solutions
Policies & Procedures Manual
January 2021

Policy Name and Number:	1.11 Equity & Inclusion
Date last reviewed:	
Approval or last revision:	
Approved by:	

Natalis Counseling & Psychology Solutions re-affirms its commitment to creating an environment which is equitable and inclusive. This means that in all aspects of its operations and at all levels of the organization, Natalis Counseling & Psychology Solutions works to ensure that there is no discrimination on the basis of, but not limited to, ethnicity, language, race, age, ability, sex, sexual or gender identity, sexual orientation, family status, income, immigrant or refugee status, nationality, place of birth, political or religious affiliation.

Natalis Counseling & Psychology Solutions further recognizes that the increasing diversity adds cultural, social, and economic benefits to our community. Natalis Counseling & Psychology Solutions is also sensitive to the fact that oppressed groups experience marginalization and encounter barriers to full access and participation in the community. Natalis Counseling & Psychology Solutions seeks to increase access and participation, especially for those who are marginalized, disadvantaged, or oppressed.

Natalis Counseling & Psychology Solutions encourages individuals to participate fully and to have complete access to its services, employment, governance structures (board of directors, committees of the board and any board working groups that may be convened) and volunteer opportunities. It shall make every effort to see that its structure, policies, and systems reflect all aspects of the total community and to promote equal access to all. To this end, Natalis Counseling & Psychology Solutions strives to ensure that:

- Discriminatory or oppressive behaviors are not tolerated
- Individuals who engage with Natalis Counseling & Psychology Solutions for service are valued participants who have opportunities to shape and evaluate our programs
- Community programs and services are developed and delivered to give priority to individuals in marginalized communities and are sensitive to the needs of diverse groups
- Programs are delivered in such a way that systemic barriers to full participation and access are eliminated and so that positive relations and attitudinal change towards marginalized groups are promoted
- Services are provided with sensitivity to the influence of power and privilege in all relationships, including service relationships, and are delivered in keeping with anti-oppression principles
- Communication materials present a positive and balanced portrayal of people's diverse experiences.

This policy is intended to act as a positive force for equity and the elimination of oppression.

SCOPE

This policy applies to all Natalis Counseling & Psychology Solutions clients, employees, volunteers, and students.

PROCEDURES

1. Natalis Counseling & Psychology Solutions has and will continue to work to embed the principles detailed in this policy within all relevant Natalis Counseling & Psychology Solutions policies and procedures to ensure that equity and inclusion guides Natalis Counseling & Psychology Solutions in all of its endeavors.

2. Individuals who believe that they have experienced harassment or discrimination in a Natalis Counseling & Psychology Solutions context are encouraged to use the following policies and procedures to have their concerns or complaints addressed:

- Clients and community members may refer to the *Service User and Community Member Complaints* policy.
- Employees, volunteers, and students may refer to the *Harassment and Discrimination* policy.

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3. Natalis Counseling & Psychology Solutions staff, volunteers and students may also refer to the *Discriminatory Requests for Service* policy for guidance in addressing clients or community members who make such requests.