

Title: Equity and Inclusion
Issued By: Case Management Services
Applies To: Program Services Department

I. POLICY STATEMENT

Covenant House Vancouver (CHV) reaffirms its commitment to services that are equitable and inclusive. In all aspects of its operations and at all levels of its organization, CHV works to ensure that there is no discrimination within its services. This may include, but is 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 affiliation, or religious affiliation.

II. OVERVIEW

The homeless and at-risk street youth population is not a homogenous population. It is a diverse group with variable issues and services requirements. While our services are limited to the homeless and at-risk street youth population between the ages 16-24, and while there are limitations with regard to services offered by CHV, it is imperative that each youth is treated with “absolute respect and unconditional love” in keeping with our values and principles. Staff shall express unconditional positive regard for all youth at all times.

III. PURPOSE

To ensure that discriminatory and oppressive behaviours are not tolerated.

IV. PROCEDURE

- A. The hiring manager(s) must use their best judgement when screening and interviewing candidates for positions.
 1. Incorporate discussions around a candidate’s commitment to anti-discriminatory and anti-oppressive practice during interviews;
 2. Be aware of indicators of previous discriminatory practice; and
 3. Conduct a Criminal Record check for any successful candidate.
- B. Inform all staff, volunteers, and youth about the provisions of this policy—
 1. Upon intake into residential services;
 2. During orientation in Community Support Services (CSS);
 3. During staff orientation; and/or
 4. During volunteer orientation.

- C. All professionals shall register with their associated professional body and abide by their anti-discriminatory, anti-oppressive, and ethics framework.
- D. Provide services without discrimination to all youth who present for the first time, who meet the service requirements for support, and who are within our level of care (*Policy on Open Intake, CS ii. 1*)
- E. When discharging youth from services in any program area, the assigned Case Manager will determine if the policies and procedures were followed.
 - 1. Review the youth's file;
 - 2. Consult with the Ombudsperson; and
 - 3. Consult the Program or Assistant Manager, as required.
- F. Service restrictions, such as intake requirements or yellow/red cards, are recommended by the Case Manager and approved by the Ombudsperson.
- G. If staff become aware that youth was treated unfairly, they shall –
 - 1. Refer the situation to their Program Manager or Assistant Manager, and/or the Ombudsperson; and
 - 2. Inform the Manager of the department where the unfair treatment may have occurred.
- H. If a youth expresses concern about being treated unfairly, staff shall –
 - 1. Inform youth they can make a formal complaint (*Youth Complaint and Grievance Process, CMS 1.4*);
 - 2. Inform youth they can speak with the Ombudsperson;
 - 3. Inform youth they can also speak with the appropriate Program Manager;
 - 4. Monitor and record interactions of youth; and
 - 5. Redirect youth to the appropriate person(s) and discontinue the conversation.
- I. If staff witness or becomes aware of any behaviour that can be perceived as discriminatory or oppressive towards a youth, they must respond in a timely and proportionate manner. Staff shall –
 - 1. Speak with their Supervisor immediately to seek direction or guidance; and then
 - 2. Consider taking further action, such as
 - a. Speak directly with the person who exhibits this behaviour and expressing concern;
 - b. Encourage the youth to self-advocate and express their concerns directly;
 - c. Inform the direct supervisor about the conduct of the staff;
 - d. Inform the youth they can make a formal complaint (*CMS 1.4*);
 - e. Inform youth they can access the Ombudsperson; and
 - f. Follow up any verbal conversation with a detailed, verifiable report and submit it to the Program Manager.

- J. Any staff person who is found to be working in a manner that is discriminatory or oppressive will be referred to their Manager and subject to any applicable Human Resources policies or actions.