



## **Equality, Diversity and Inclusion (Service Users) Policy**

Date	Created by / Amended by	Comments	Owner
May 2023			

This policy applies to anyone receiving a care and support service from the Apuldram Centre, and their families.

## **Policy**

Equality, diversity and inclusion means that every person we support has their individual needs comprehensively addressed. Individuals will be treated equally and without discrimination. An individual's age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any future protected characteristic must not be discriminated against under any circumstance.

The organisation aims to celebrate differences and diversity between individuals. We will avoid treating people unequally. It recognises that treating people unequally can result in a loss of dignity, respect, self-esteem and self-worth and ability to make choices.

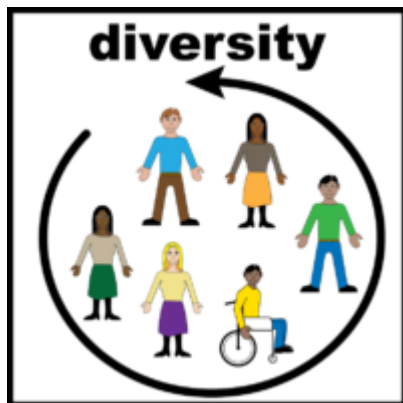
The equality, diversity and inclusion principles and policies do not only apply only to our staff. The people we support, and their families must also respect all protected characteristics of staff and must not discriminate against them on any of these grounds when expressing their views and preferences.

The organisation finds unacceptable any form of racist and similar discriminatory behaviour from any source.

The Apuldram Centre will:

1. Ensure that no person applying for a service will be refused on discriminatory grounds when they meet all other admission criteria.
2. Ensure that the existence of protect characteristics on grounds which discrimination can occur does not lead to the provision of inferior or substandard services
- 3.
4. Work with each service user, and their family about their wants and needs, and how they will be provided with the required service. This will be influenced by the individual's gender, culture, personal choices and other characteristics and it should not be assumed everyone wants the same thing.
5. Involve service users and invite them to express their individuality, follow their preferred lifestyle and help them celebrate events, anniversaries or festivals which are important to them as individuals.
6. Encourage service users and staff to relate to one another on the basis of equality and respect for individual differences.
7. Respond to any form of discriminatory behaviour, such as offensive or abusive language, and to communicate that it is unacceptable in whatever form it might take and from whichever person.
8. Provide staff with equality and diversity training.

## Easy Read Equality, Diversity and Inclusion Policy



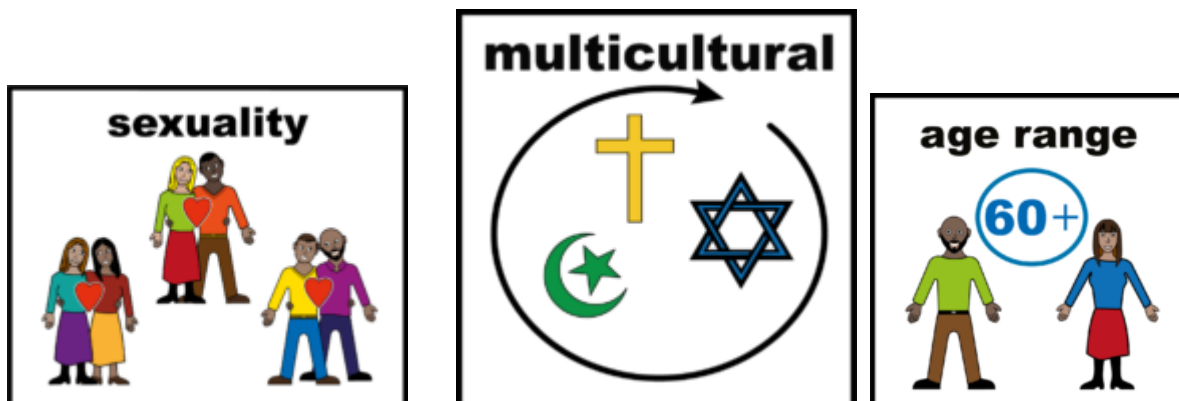
Everyone is different (diversity), being treated the same is called equality. Equality and diversity is when every person is treated the same and included (Inclusion) in decisions



The Apuldram Centre will promote Equality, Diversity and Inclusion.



Show other people respect, including staff.



Sometimes people get treated badly or not given equal chances because of something different about them, that might be one or more of these things



The Apuldram Centre **will take action** to stop equality, diversity and inclusion abuse.