

Macaulay Child Development Centre
Policy and Procedure Manual

Subject:	Diversity, Equity and Inclusion Policy and the Procedure for Handling Human Rights Complaints
Programs:	All Programs and Departments
Date Policy Approved:	April 8, 2002, amended Sept 11, 2006, amended & approved May 14, 2007; December 14, 2011; September 11, 2013; November 20, 2013; May 11, 2016; February 10, 2021
Date Procedure Approved:	

Policy

Macaulay is committed to treating every person with respect and without discrimination. Diversity is valued and reflected in all of our work and relationships. Staff, providers, students, volunteers and service users work to make the agency accessible and inclusive at all levels.

Value and Reflect Diversity

Macaulay values the different abilities, ways of viewing the world, and lived experiences within the workplace and the children, families and communities we serve. We are committed to offering services, programs and shared spaces that promote equity and value the contributions of all stakeholders.

Macaulay Board, staff, volunteers, and providers strive to embed in their work respect for the diverse perspectives of our communities and to remove barriers to inclusion and equity. The Agency works with our community and service users to advocate for a just and inclusive society by actively promoting meaningful participation and representation.

Achieve Accessibility and Inclusion

Macaulay is committed to being an accessible, inclusive agency and strives to be proactive in promoting conditions that support people feeling welcome, respected, and valued. The agency's objective is that Board, staff, providers, volunteers and community members work and attend programs that respect the dignity, worth and autonomy of every person.

Macaulay recognizes historical and systemic barriers that have prevented equitable participation of individuals and communities. Macaulay works to eliminate these barriers to equitable access and outcomes in our programs, services, and work environment.

Coverage and Accountability

This policy covers all agency activities and functions. Board members, staff, volunteers, and providers are all responsible for carrying out this policy.

Respect and Non Discrimination

People are comprised of multiple intersecting identities. These identities are fluid and ever evolving. The interaction of these identities is a strength of Macaulay and the Agency does not tolerate racism, prejudice, or harassment. Macaulay does not tolerate discrimination on the basis of:

Citizenship	Race	Place of Origin	Ethnic Origin
Colour	Ancestry	Disability	Age
Creed	Sex	Family Status	Marital Status
Sexual Orientation	Gender Identity	Gender Expression	Receipt of Public Assistance
Pregnancy and Breastfeeding	Infant/Child Feeding Practices		
Record of Offence and any other grounds prohibited by the <i>Ontario Human Rights Code</i> <i>*Macaulay supports infant/child feeding choices of all families.</i>			

Macaulay is especially concerned about how discrimination and bias can prevent children from reaching their full potential and undermine family well-being. Macaulay does not tolerate discrimination in our policies, procedures, practices or communications.

Procedure for Handling Complaints Related to This Policy

Duty to Investigate

Once a member of management is aware of the incident or complaint related to this policy, management is obligated to investigate the complaint.

Investigating the Complaint

The investigation procedures outlined in the “Investigations Protocol” are followed.

Remedy

When determining remedial action, the following factors are considered:

- seriousness of the offense

- severity of the consequences to the complainant (e.g. denial of a promotion)
- whether the respondent had previously committed any violation of this policy
- whether or not the complainant was subjected to coercion, assault, threats or reprisals
- whether the respondent's conduct was premeditated or repetitive
- whether there was an abuse of power, authority or assigned responsibilities
- whether advantage was taken of the vulnerability of the complainant (e.g. due to personal situation, employment situation, personality or isolated location)

Remedial Actions

One or more of the following remedial actions may be considered depending on the particular incident and the factors set out above for all parties including participants and witnesses:

- apology including active participation in restoration activities
- training and education
- referral to an assistance program
- reassignment or relocation (not applicable for board members)

Disciplinary Actions

One or more of the following disciplinary actions may be considered depending on the particular incident and the factors set out above:

- report to a professional body
- letters of discipline
- suspension
- dismissal
- legal action

Legal Rights

Nothing in this policy and procedure prevents an employee, student, volunteer or provider from seeking or pursuing their own legal remedies.

Serious Occurrence Reporting

Human rights complaints and violations involving clients of the agency are reported as serious occurrences, where applicable.

CROSS REFERENCES

Accessibility Investigation Protocol
 Serious Occurrence Reporting Procedures
 Workplace Harassment
 Workplace Violence