



child protection services  
children's mental health  
developmental support services

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## DIVERSITY

### Policy

Dufferin Child and Family Services affirms and is committed to the belief that the diversity of our community, including our clients, employees, foster parents and volunteers, is a source of social, cultural, and economic enrichment and strength.

We respect, value and celebrate the diversity of people who make up our community.

We strive to create a welcoming, inclusive and accessible environment, free from barriers inhibiting service.

We commit to providing quality services which are sensitive to diversity of all kinds.

We believe in the dignity and worth of individuals inclusive of their gender, ethnicity, race, sexual/affectional orientation, age, physical and mental abilities, religious beliefs and socio-economic status.

<b>Approved by the Board of Directors</b>
January 27, 2010



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## DIVERSITY

### Procedure

#### Service Delivery

1. Dufferin Child and Family Services (DCAFS) will abide by all legislation regarding accessibility to service, such as the AODA.
2. DCAFS will work with clients from a strengths based perspective, engaging clients to be active participants in developing their service plans and goals.
3. DCAFS Child and Family Services staff, foster parents and volunteers will interact with clients in a manner aligned with the above policy statement, which is reflective of our Agency values and is non-discriminatory.
4. Information informing clients as to how they can express their dissatisfaction with service will be readily available in the reception area and on our website.
5. Alternative arrangements will be made to meet the particular language needs of individual clients.
6. The physical environment at DCAFS will reflect a variety of cultures, religions and backgrounds where applicable/appropriate to assist clients in feeling welcome.
7. Where necessary, consultation with ethno-specific community support services will be sought in order to provide culturally sensitive service delivery.

#### Employees, Foster Parents and Volunteers

8. DCAFS will strive to recruit and maintain employees, volunteers, foster parents and Board of Directors who reflect the community which the Agency serves. This will be accomplished through ensuring recruitment advertisements include statements about diversity and inclusivity, and ensuring our website and office is representative of an inclusive environment.
9. DCAFS hires, transfers and promotes employees in a way that ensures individuals are treated equally without discrimination, within a transparent process.
10. In conjunction with our [Freedom from Workplace Harassment & Discrimination for Employees, Foster Parents and Volunteers](#) policy, internal and external interactions which do not reflect this policy statement will not be tolerated and will be addressed as per the procedures outlined in the Human Resource policy [Progressive Discipline](#).



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11. DCAFS supports a structured professional development forum where staff can learn how to create a safe and respectful environment that encourages, supports and sustains self reflection, the appreciation of differences and engagement in the difficult conversations that learning about diversity and inclusivity entails.

- a. A Diversity Committee will be maintained to:
  - i. actively work on diversity issues within the organization;
  - ii. continue to enhance the knowledge base of our staff, foster parents and volunteers with respect to oppression and discrimination issues; and
  - iii. continue to help employees shift our paradigms and recognize our own biases.

12. Training and performance evaluations will reflect the Agency's requirement for inclusivity.

Procedure	Dated:	Approved by:
<input checked="" type="checkbox"/> created <input type="checkbox"/> revised <input type="checkbox"/> reviewed	January 27, 2010	Tish Keachi, Executive Director
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## References

- Accreditation Standard –