



Non-Discriminatory Practice Policy

REVISED APRIL 2013

NON-DISCRIMINATORY PRACTICE

Policy Statement

The definition of Non-Discriminatory Practice within Wellbeing Residential Group is to treat all service users as equals:

- Culture
- Nationality
- Ethnicity
- Colour
- Religion
- Sex
- Gender
- Marital Status
- Sexual orientation
- Physical or mental abilities
- Age
- Socio-economic Status

Or any other preference or personal characteristic, condition, or status.

Guidelines for Staff (Explained during induction training)

1. Staff will be expected to be aware of their own cultural, moral and social beliefs, and be sensitive as to how these could affect service users during their work.
2. Staff will be expected to respect, listen and learn from service users in order to understand how they can perform their duties in the service user's best interests.

3. *Respect privacy and confidentiality according to the wishes of the service users, and explain fully any limitations on confidentiality that may exist.*
4. *Consult with management if you are uncertain how to interact with a service user of a different cultural background.*
5. *Consult service users regarding any proposed changes with their care in order to serve their best interests.*
6. *Address service users respectfully, in a friendly manner, using an agreed title of their choosing.*