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CATEGORY	00 Organizational Culture	
TITLE	EDI Policy Statement for Consumers and Stakeholders	

## Equity, Diversity and Inclusion Policy Statement for Consumers and Stakeholders

Promoting **equity, diversity and inclusion** (“EDI”) is everyone’s responsibility. Our world and our understanding of the world continuously changes. We all have personal responsibility for learning and acting in ways that are positive, and support inclusion.

**Equity** means: a state of fair, inclusive, and respectful treatment that recognizes and acknowledges the accommodation of differing needs and expectations. Equal treatment does not always produce equal results. Equity is the process of fair and respectful treatment, and equality is the result.

**Diversity** means: the presence of a wide range of human qualities and attributes, both visible and invisible, within a group, organization, or society.

**Inclusion** means: creating an environment where people have both the feeling and reality of belonging, and are able to achieve their full potential. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.

Contact Hamilton For Children’s and Developmental Services (“Contact Hamilton”) is committed to equity, diversity, and inclusion by using anti-racism, anti-oppression, and trauma-informed practices. Contact Hamilton celebrates and welcomes the diversity of everyone who comes into contact with our agency.

Contact Hamilton and its employees and volunteers will foster an environment that respects people's dignity, ideas, and beliefs.

Contact Hamilton will ensure that accommodations are made for people who need them when using our services. People are encouraged to let Contact Hamilton know of their accommodation needs when engaging with our service.

Contact Hamilton acknowledges the many lands and waters on which we live and do our work. Land acknowledgments are one small but important way of calling to mind the original inhabitants of the land and provide the opportunity for reflection on the ongoing systems of oppression of Indigenous peoples.

Contact Hamilton will respect the identity of people and the pronouns that they use. Identity is personally defined and can be expressed in the use of pronouns. Pronouns, like names, are a fundamental part of a person's identity. Using correct pronouns communities that people are seen and respected for who they are and validates and affirms that they are a person equally deserving of respect and dignity.

Contact Hamilton will use inclusive language as language reflects attitudes and beliefs. Language evolves and appropriate terminology can change over time as society shifts and changes. As much as using the "right" terms or words is something that everyone needs to strive for, it is equally important to foster a climate of open, effective communication and a willingness to learn when mistakes are made. Contact Hamilton will apologize when mistakes are made.

Contact Hamilton staff will strive to be aware of their individual privileges, and will strive to be allies by working to remove barriers, where they can, that can impede people from succeeding and contributing.