

SD-19

POLICY AND PROCEDURE

Equal Opportunities - Service Users

Approved by:



Date Effective From:

18 - 4 - 2017

Review Date:

April, 2020

Carriglea Cáirde Services

Procedures Manual

Title: EQUAL OPPORTUNITIES – SERVICE USERS

1.0 Scope

1 1 To ensure all service users regardless of marital status, race, religion age, disability, sexual orientation, gender and membership of the traveller community will be treated equally

2.0 Aims and Values

2.1 To ensure equal opportunities for service users.

3.0 Contents

6.0 Policy Statement

4.0 Referenced Documents

SD-04 Admissions Transfer and Discharges Policy

5.0 Responsibilities

5 1 Management and all staff.

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6.0 Policy Statement

Carriglea Cáirde Services is committed to providing equality of opportunity for all users of its services, and will abide by the following principles.

- Service users will not be discriminated against on account of gender, marital status, age, race, religion, sexual orientations or membership of the travelling community
- All service users are treated as individuals.
- Service users should not experience discrimination against them.
- Admissions, transfers and discharges are based on fair and transparent criteria as outlined in our *Admissions, Transfer and Discharge Policy and Procedure*.
- Service users have the right to refuse a service or some element of a service.
- Service users can relinquish their placement with the services.
- The diverse religious or cultural beliefs and customs of service users is recognised and respected.
- When planning and delivering services, the identified needs of service users and their individual requests are considered.
- Taking into account health and safety limitations, and variations in needs of individuals, every effort will be made to provide services equally to all service users. Where funding is allocated by the HSE for use in a specific area of the service or for the benefit of a specific service user, this will be honoured in line with our Service Level Agreement.
- Staff are made aware of their responsibilities in promoting and achieving equal opportunities among service users.

