



Equal Opportunities Policy

Aims

Ostomy Lifestyle recognises the existence of discrimination against people, both directly and indirectly, as a result of particular characteristics or beliefs. We are committed to ensuring that all who wish to work for, volunteer with or access the services of Ostomy Lifestyle should have an equal chance to do so.

We will make this Equal Opportunities Policy available on-line and anywhere that volunteer or staff vacancies are advertised.

Service Users

We will regularly review all aspects of our service in order to maximise accessibility for all potential service users. We encourage feedback from our service users on their experiences and will endeavour to use this feedback to make positive changes.

We will advertise the services of Ostomy Lifestyle in a wide range of locations, using a variety of media.

The opening hours of our Helpline service will reflect the different lifestyles of our service users and we will respond to changes in level of demand.

The Helpline will be a free to access service.

A translation service will be available for spoken and written communication with service users.

All Helpline operators will be non-judgemental, from diverse backgrounds and trained to listen without bias.

Volunteers

We will advertise volunteering opportunities in a range of locations, using a variety of media.

We will work with volunteers to remove any barriers to them volunteering with Ostomy Lifestyle.

All volunteers will be offered training and development on an equal standing.



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Staff

Where possible, we will employ people recovering from stoma surgery or who are out of work due to stoma-related illnesses, in the hope that they may then either work long-term for Ostomy Lifestyle, or use the experience to gain further employment.

Code of Conduct

Volunteers and staff of Ostomy Lifestyle will treat each other and service users, with dignity and respect, regardless of race, nationality, gender, sexual orientation, age or disability. Failure to observe this Code of Conduct may result in enforcement of Ostomy Lifestyle's disciplinary procedure.

Complaints

Any member of staff, volunteer or service user who feels they have been discriminated against can make a complaint according to the Ostomy Lifestyle Problem Solving guidelines.

Review

We will review this policy annually.

Next review date – July 2011

