

NON-DISCRIMINATORY CLIENT SERVICE PROVISION

Section 1: Policy

Tu Casa is dedicated to non-discriminatory practices in provision of our services. Tu Casa does not discriminate against clients on the basis of age, race, sex, sexual orientation, gender expression, color, religion, national origin, disability, veteran status, or any other characteristic protected by state or federal law.

Tu Casa prohibits retaliation against any client for filing a complaint under this policy or for assisting in a complaint investigation. If a client believe there has been a violation of this policy or retaliation standard, please follow the complaint procedure contained in the Client Grievance Policy.

Tu Casa intends to maintain an environment free of unlawful harassment. Such conduct may include, but is not limited to derogatory or vulgar comments regarding a person's race, color, national origin, ancestry, creed, religion sex, age, disability, veteran status, citizenship, or sexual orientation, or distribution of any electronic or written graphic material containing such comments.

Tu Casa intends to maintain an environment free from intimidation, threats, or violent acts. This includes, but is not limited to, intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons on to Tu Casa property, or any other act, which, in management's opinion, is inappropriate to the work place. In addition, offensive comments regarding violent events and/or behavior are not tolerated. Employees should directly contact proper law enforcement authorities and the Executive Director if they believe there is a serious threat to the safety and health of themselves or others.

Section 2: Reporting Discrimination/Harassment

Should any client believe that he or she has been subjected to unlawful discrimination and/or unlawful harassment including sexual harassment, the client should immediately notify the Executive Director who will promptly investigate the matter and take appropriate corrective action. The employee's complaint will be kept as confidential as practical. If the Executive Director is not available or the client feels that they cannot go the Executive Director, the client may contact the President or Vice President of Tu Casa's Board. If the client feels that they cannot go to these individuals with the complaint, they should immediately notify the Treasurer or Secretary of Tu Casa's Board. If an investigation confirms a violation of this policy, disciplinary action up to and including discharge may be taken against any employee violating this policy.

Tu Casa prohibits retaliation against a client for filing a complaint under this policy or for assisting in a complaint investigation. If a client perceives retaliation for making a complaint or participating in the investigation, they should follow the complaint procedure outlined in the Client Grievance Policy. The situation will be promptly investigated.