



Emergency Doctors Medical Services Organisational & Operational Policy (OOP)

Policy Title	Culture and Diversity
Policy Number	EDOOP.005
Purpose	This policy sets out how EDMS recruits, deals with, treats and respects individuals regardless of gender, race, sexuality, religion, mental or physical disability, cultural beliefs and customs or socio-economic background.
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Responsible officer/s	Mrs Andrea Stead - Director
For use by	All EDMS staff
This policy complies with or has been guided by	
CQC outcome compliant	
This document supersedes	EDOOP/005/01/12/V1
Approved and ratified by	Executive Management Group
Implementation date	01 January 2012
Review date	01 February 2017
Version and Document Control	Version 2 - revised and edited February 2015
Equal Opportunities, Health and Safety, Employment conduct and Professional Liabilities Assessment: EDMS has ensured given every reasonable means and with the information available at this time that this policy will not discriminate either directly or indirectly in any way against employees, patients or customers on the grounds of race, religion, colour, age, gender or sexual orientation, disability, marital status or culture. EDMS has assessed this policy in terms of current health and safety guidance and has ensured that where requirements have been stipulated these are met. EDMS has ensured that it holds appropriate insurance for this policy to be fully endorsed. EDMS has assessed this policy for any impact it may have on corporate or individual professional requirements and conduct and has ensured any such impact meets with the approval of any professional bodies it may encounter. This policy can be made available in Braille or voice recording and can be translated into other languages.	

1. Executive summary

EDMS is an organisation that recruits, deals with, treats and respects individuals regardless of:

- Gender
- Race
- Sexuality
- Religion
- Mental or physical disability
- Cultural beliefs and customs
- Socio-economic background

This policy outlines the process that ensures this belief is upheld and promoted.

2. Policy

All staff will receive a culture and diversity training session annually.

- a) EDMS will ensure, at every level, that those groups above will receive equal, unbiased treatment and that any deviation from this is challenged and rectified.
- b) EDMS promotes an environment and organisation that accepts and recognises individual choices, beliefs and cultures. Individuals must feel able to express these without a feeling of guilt, oppression or awkwardness.
- c) EDMS will not tolerate any behaviour that promotes, insinuates or permits discrimination of any kind.
- d) Where such behaviour is witnessed EDMS expects that to be challenged at all levels.
- e) Where cultural or other beliefs and practices may conflict with the requirements of safe working an open and positive meeting will be arranged with the member to discuss ways of maintaining that cultural practice while recognising the need for safe working.

Where individuals believe that they have been treated in a discriminatory way this will be fully investigated by the Patient and Public Liaison Facilitator and where necessary disciplinary action taken against any staff member in breach of this policy.

EDMS will, at all times, endeavour to ensure that the organisation is representative, in terms of culture and diversity, of the populations that we serve.

Staff may at any time make suggestions as to how this policy may be developed and further encompass cultural and diversity.

3. Audit and review mechanism

This policy will be kept under continual review. Any complaints or concerns raised in respect of culture and diversity will be fully investigated in accordance with the Raising Concerns and Complaints Policy.