



Anti-Discrimination Policy

Policy Statement:

Intersection Therapy & Advocacy is dedicated to maintaining a therapy practice that is inclusive, equitable, and free from discrimination of any kind. We are committed to fostering an environment where every client feels safe, valued, and respected, regardless of their background, identity, or circumstances. Discrimination on the basis of race, color, national origin, religion, gender, sexual orientation, age, disability, or any other protected characteristic will not be tolerated.

Non-Discrimination Commitment:

- **Equal Access:** Our practice ensures equal access to therapy services for all individuals, including those who belong to marginalized or underrepresented communities. We will not discriminate in the provision of services or access to care.
 - **When Access is Restricted:** Therapists are ethically required to work within their professional scope of practice. In some cases, this will mean we are unable to provide you with therapy services. These decisions are never made on the basis of race, colour, national origin, religion, gender, sexual orientation, age, disability, or any other protected characteristic. If you feel this decision was made in a discriminatory way, you can reach out and outline your concerns to us directly (support@intersectiontherapy.ca), you can file a complaint with the BC College of Social Work (<https://bccsw.ca/public/complaint-information/>) or file a complaint with the BC Human Rights Tribunal (<https://www.bchrt.bc.ca/complaint-process/complain/file/>)
- **Respect for Diversity:** We value and celebrate the diversity of our clients' backgrounds, identities, and experiences. We recognize that each client's journey is unique, and we are committed to honoring and affirming those differences.
- **Cultural Sensitivity:** Our practice is dedicated to providing culturally sensitive therapy services that take into account the cultural and individual needs of our clients. We prioritize cultural humility and safety and ongoing training for our therapists to better serve diverse populations.
- **Gender and Sexual Orientation:** We affirm the gender identities and sexual orientations of our clients. We provide a safe and inclusive environment for LGBTQ2S+ individuals and use preferred names and pronouns in accordance with our clients' identities.
- **Religious and Spiritual Beliefs:** We respect and acknowledge the religious and spiritual beliefs of our clients. Our therapy services are offered in a non-judgmental and inclusive manner, and we work with clients to ensure that therapy aligns with their values and beliefs.



- **Accessibility:** Our therapy spaces and services are designed to be accessible to individuals with disabilities. We make reasonable accommodations to ensure that our services are fully inclusive and compliant with accessibility standards.

Reporting Discrimination:

Clients who believe they have experienced discrimination or unequal treatment are encouraged to report their concerns to. Reports can be made in writing, verbally, or through any preferred method of communication.

If you have experienced discrimination, you can reach out and outline your concerns to us directly (support@intersectiontherapy.ca), you can file a complaint with the BC College of Social Work (<https://bccsw.ca/public/complaint-information/>) or file a complaint with the BC Human Rights Tribunal (<https://www.bchrt.bc.ca/complaint-process/complain/file/>).

Confidentiality of Reports:

All reports of discrimination will be handled with the utmost confidentiality. Information related to discrimination reports will be shared only with those individuals involved in addressing and resolving the concerns.

Investigation and Resolution:

Upon receiving a discrimination report, our practice will promptly initiate an investigation. We are committed to addressing and resolving concerns in a timely and fair manner. Appropriate actions will be taken to rectify any instances of discrimination.

Intersection Therapy & Advocacy agrees to fully comply with investigations conducted by BC College of Social Workers or the BC Human Rights Tribunal.

Non-Retaliation:

Our practice strictly prohibits any form of retaliation against clients who report discrimination. Clients can expect that their concerns will be taken seriously, and their rights will be protected.

**Client Education:**

Clients are encouraged to engage in open dialogue and proactive communication with their therapists regarding this policy to ensure that their unique needs, preferences, and concerns are addressed in therapy.

Updates and Amendments:

Clients will be informed of any updates or amendments to this policy, including how changes will be communicated and the effective date of any policy revisions.

Policy Review:

This policy may be subject to periodic review and updates to ensure its effectiveness and alignment with our commitment to providing quality online therapy services.

Last Updated: July 2024