

# The Snowflake Trust Limited

## Operating The Snowflake Winter Night Shelter

### **EQUAL OPPORTUNITIES & INCLUSION POLICY**

#### **Overview**

The Snowflake Trust (Snowflake) recognises that in our society groups and individuals have been, and continue to be, discriminated against on the basis of race, sex, marital status, disability, sexuality, age, gender orientation and religious belief. We believe that discrimination on any ground whatsoever is unacceptable. The aim of Snowflake is, therefore, to provide genuine equality of opportunity for any Guest or Volunteer who may use our service.

#### **Guests**

Snowflake is open to all, except that homelessness is a condition for admission, and we should be satisfied that a person's needs are not too great for us to manage. We do not discriminate against any Guest on grounds of race, colour, nationality, ethnic or cultural origins, religion, marital status, disability, sexuality, gender or gender orientation, or age (subject to any Guest being at least 18 years of age).

Snowflake will seek to ensure that there is no discrimination in service provision and delivery. All Guests will be treated with dignity. Moreover, we do not accept our Guests encountering any such discrimination whilst in our care, whether from Volunteers, other Guests, or visitors. We will not tolerate discrimination or false allegations.

#### **Volunteers**

All Volunteers will be treated with dignity and respect by Snowflake. However, Snowflake recognises that not all Guests will treat Volunteers in a similar fashion. In a situation where a Guest behaves badly or inappropriately, Volunteers are asked to be very patient and compassionate whilst ensuring that the appropriate guidelines are followed. Any incident should be recorded, and Snowflake will deal with any verbal or physical abuse with appropriate measures.

#### **Monitoring effectiveness**

Snowflake monitors its success via regular analysis of the daily log book, liaison with partner agencies (including The Seaview Centre, St John Ambulance Homeless Service, Hope Kitchen, various Christian communities, Hastings Borough Council Housing Department) and annual collation of data via a Guest feedback form, a Volunteer feedback form, and an annual Volunteer feedback meeting.

Updated: March 2019