

Non-Discrimination Policy for Therapy Private Practice

Jackson Ilyas Therapy Solutions Private Practice

Effective Date: January 1, 2023

Last Review Date: January 1, 2025

1. Introduction

At **Jackson Ilyas Therapy Solutions Private Practice**, we are committed to providing a safe, welcoming, and respectful environment for all clients. We strictly prohibit any form of discrimination, harassment, or unequal treatment in the provision of services. Our goal is to ensure that every client, regardless of their background, identity, or personal characteristics, receives equitable and professional care.

This **Non-Discrimination Policy** is designed to uphold the rights and dignity of all individuals seeking services from our practice, and to ensure that clients are treated with respect and fairness at all times.

2. Policy Statement

Jackson Ilyas Therapy Solutions Private Practice adheres to the principle of non-discrimination in all aspects of service delivery. Discrimination based on the following protected categories is strictly prohibited:

- **Race**
- **Ethnicity**
- **National Origin**
- **Religion**
- **Sex or Gender**
- **Gender Identity or Expression**
- **Sexual Orientation**
- **Disability**
- **Age**
- **Marital or Family Status**
- **Pregnancy**
- **Veteran Status**
- **Socioeconomic Status**
- **Genetic Information**
- **Any other status protected by law**

We do not tolerate any form of bias, prejudice, or discriminatory actions by clients, staff, or other individuals within the therapy environment.

3. Equal Access to Services

We are committed to ensuring that all clients have equal access to our services. This includes, but is not limited to:

- **Access to Therapy:** All clients will have the opportunity to receive therapy services in accordance with their needs, regardless of personal characteristics.
- **Accommodation for Disabilities:** We will make reasonable accommodations for individuals with disabilities to ensure they can access therapy services, including physical accommodations and adjustments for communication (e.g., ASL interpreters, accessibility features).
- **Cultural Sensitivity:** We respect and value the diverse cultural backgrounds of our clients and will ensure that our therapeutic approaches are sensitive to cultural differences.

4. Harassment and Inappropriate Behavior

Harassment in any form, including verbal, physical, or emotional abuse, is strictly prohibited. Harassment may include, but is not limited to, offensive comments, jokes, or actions related to the protected categories listed above.

Clients and staff members are encouraged to report any instances of harassment or inappropriate behavior. Reports will be taken seriously and investigated promptly. Any individual found to have engaged in harassment may face termination of services or other appropriate actions as deemed necessary.

5. Discrimination in Treatment

All clients will receive therapy services in an equitable manner. No individual will be treated unfairly or subjected to different terms or conditions of treatment based on any protected category. The therapist will make every effort to ensure:

- **Professional and unbiased service:** The therapist will offer services that are free from bias, respecting the dignity of every client.
 - **Culturally competent care:** The therapist will be open to learning about cultural perspectives and ensure that therapeutic methods are suitable for each client's background.
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6. Client Rights and Responsibilities

Clients have the right to:

- **Receive care without discrimination:** Clients have the right to receive treatment in a setting that is free from discrimination and harassment.
- **Request accommodations:** Clients may request reasonable accommodations to address disabilities or other specific needs that affect their ability to access therapy services.
- **File complaints:** Clients who believe they have been subjected to discrimination or harassment can file a complaint. The process for filing a complaint is outlined below.
- **Expect confidentiality:** Clients' information will remain confidential, and any personal or sensitive information shared in therapy will not be used to discriminate against them.

Clients are also expected to:

- **Treat others respectfully:** Clients are expected to treat the therapist, staff, and fellow clients with respect, courtesy, and kindness.
 - **Abide by the practice's policies:** Clients must adhere to the practice's rules, including the non-discrimination policies, while seeking services.
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7. Procedure for Reporting Discrimination or Harassment

If a client believes they have experienced discrimination or harassment, they are encouraged to report the incident immediately. The following steps outline how to file a complaint:

- **Step 1: Report the Issue**
 - The client can speak directly with the therapist or a designated staff member to report the issue. If the client prefers, they may submit a written report detailing the incident.
- **Step 2: Investigation**
 - The therapist or management will investigate the complaint promptly. This may involve gathering information from all parties involved and reviewing any relevant documentation.
- **Step 3: Resolution**
 - Following the investigation, the therapist will discuss the findings with the client. If the complaint is substantiated, corrective actions will be taken. This may include additional training for staff, adjustments to therapy approaches, or changes in practice procedures.
 - If the client's complaint cannot be resolved within the therapy context, appropriate referrals may be provided, including legal resources.
- **Step 4: Appeal Process**
 - If the client is not satisfied with the resolution, they may appeal the decision by submitting a formal written appeal to the practice's management or an external governing body as appropriate.

8. Confidentiality of Complaints

All complaints related to discrimination or harassment will be handled with the utmost confidentiality. Any reports made will only be shared with individuals who are directly involved in resolving the matter. The client will not face retaliation for making a complaint in good faith.

9. Enforcement of the Non-Discrimination Policy

The **Non-Discrimination Policy** is integral to the mission of **Jackson Ilyas Therapy Solutions Private Practice** and must be adhered to by all clients, staff, and visitors. Any violation of this policy may result in termination of services, depending on the nature and severity of the incident.

Violations may include:

- **Discriminatory behavior:** Any behavior that violates the spirit or intent of this policy.
 - **Harassment or offensive comments:** Unwelcome behavior that creates an uncomfortable or unsafe environment.
 - **Failure to cooperate with investigations:** Clients or staff who refuse to cooperate or provide accurate information during the investigation of a complaint.
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10. Acknowledgment of Non-Discrimination Policy

By signing below, the client acknowledges that they have read, understood, and agree to the **Non-Discrimination Policy** of **Jackson Ilyas Therapy Solutions Private Practice**. The client understands their rights to receive therapy services without discrimination and the procedures for reporting any incidents of discrimination or harassment.

Client's Name: _____

Client's Signature: _____

Date: _____

Therapist's Name: _____

Therapist's Signature: _____

Date: _____

Conclusion

The **Non-Discrimination Policy at Jackson Ilyas Therapy Solutions Private Practice** emphasizes our commitment to providing equitable and respectful care to all clients. By upholding these principles, we aim to foster an environment of inclusion, safety, and dignity for every individual seeking services from our practice.