

Client Anti-Discrimination Policy

Client Anti-Discrimination Policy

CAASNМ will follow all applicable federal and state rules and regulations when providing assistance. In accordance with all such laws of the State of New Mexico, CAASNМ assures that no person in the United States shall, on the grounds of race, religion, color, national origin, ancestry, sex, age, physical or mental handicap, or serious medical condition, spousal affiliation, sexual orientation or gender identity, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity performed under this policy and procedures manual.

Discrimination

Federal Law prohibits discrimination against its customers on the bases of age, race, color, national origin, ancestry physical or mental disability, religion, sex (including pregnancy), disability , sexual orientation, gender identity, marital status, spousal affiliation, citizenship status, serious medical condition, genetic information or veteran status, or any other characteristic protected by law. Harassment, coercion, or any other type of discrimination will not be tolerated. (Not all prohibited bases will apply to all programs. For Example: A program may be for single mothers)

Objectives of Anti-Discrimination Policy

Through our commitment to this policy and the upholding the laws relating to equal opportunity and anti-discrimination CAASNМ aims to:

- 1) uphold appropriate standards of conduct at all times.
- 2) create a discrimination and harassment free working environment where all employees, contractors and customers are treated with courtesy and respect
- 3) implement procedures to guarantee employees know their rights and responsibilities
- 4) provide an effective procedure for complaints based on the principles of natural justice
- 5) treat all complaints with respect in a fair, timely and confidential manner
- 6) ensure there is no threat of victimization or reprisal in the event of a complaint
- 7) encourage employees to report breaches of the anti-discrimination policy

It is a primary role of managers to ensure customers are not harassed or discriminated against within the workplace.

Complaint Procedure

If any client of CAASNМ believes he or she has been subjected to discrimination there are a number of options. Don't ignore discrimination, sexual harassment or vilification, thinking it will go away.

CAASNМ is committed to providing an environment which is safe for all clients. You will not be disadvantaged in receiving services or opportunities as a result of lodging a complaint.

A. Contact one of the following people CAASNМ who have been nominated to investigate complaints (575-527-8799):

1. Kim Daisley, Fiscal Director and Human Resources daisleyk@caasnm.org
2. Dawn Z. Hommer, CEO dawnh@caasnm.org

Discrimination Investigation

CAASNМ will investigate any complaints in a fair and thorough manner. The investigation will be conducted in a timely fashion and in such a matter as to ensure discretion and confidentiality. We reiterate that clients will not be disadvantaged as a result of lodging a complaint.