

2.4 CLIENT NON-DISCRIMINATION

Policy: All Title X services must be provided without regard to religion, race, color, national origin, disability, age, sex, number of pregnancies, or marital status (*42 CFR 59.5 (a)(4)*).

Quality family planning services are equitable, which includes providing high quality care to all clients, including adolescents, racial/ethnic minorities, lesbian, gay, bisexual, transgender (LGBT) individuals, clients with limited English proficiency, and persons living with disabilities.

Procedure:

1. Documentation (e.g. in-service training, orientation checklist) demonstrates that staff has been informed that services must be provided without regard to religion, race, color, national origin, disability, age, sex, and number of pregnancies or marital status. (see MT TX FP Administrative Manual, Sample 9.11 *Sample Orientation Checklist and Acknowledgment Statement*).
2. Observation of the service site demonstrates that it is physically accessible to persons living with disabilities, and is open at a time that is convenient to clients. It is recommended that hours include evenings and weekends when possible (see MT TX FP Administrative Manual, Policy 1.6, *Facilities and Accessibility of Services*).
3. A statement of non-discrimination, which uses inclusive language, may be posted in waiting rooms, restrooms, and exam rooms (e.g. *“It is the policy of <CLINIC NAME> to treat all clients with respect and to not discriminate with regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, or disability”*).
4. Educational materials are tailored to literacy, age, and language preferences of client populations and are available on-site (see MT TX FP Administrative Manual, Policy 7.1 *Information and Education*).
5. Data from client surveys document that clients perceive providers and other clinic staff to offer services in a non-discriminatory manner.