

FriendshipWorks

Creating Connections. Ending Elder Isolation.

Commitment to an Inclusive and Safe Environment

FriendshipWorks strives to create a diverse and inclusive culture where everyone feels welcome and supported. FriendshipWorks provides equal opportunities without regard to race, color, national origin, religion or creed, gender, sexual orientation, marital status, age, veteran status, disability, physical appearance, or ability. We endeavor to create an environment where all those we serve, and those who serve with us, feel safe and welcome.

If you feel you have experienced harassment or discrimination (from an older adult or volunteer) while participating in a FriendshipWorks program, we urge you to contact your FriendshipWorks coordinator and/or the Director of Programs immediately. Contact information for all of FriendshipWorks' staff is available at our website at <https://fw4elders.org/who-we-are/contact>. If you have a complaint of harassment or discrimination involving a FriendshipWorks staff person, please contact FriendshipWorks' Director of Operations at 617-482-1510 ext. 136.

Please know that FriendshipWorks takes all complaints, especially regarding potential discrimination or harassment, seriously. If you have a concern while participating in a FriendshipWorks program, the first step should be to ask the person to stop the offending behavior and contact your program coordinator.

Depending on the nature of the complaint, the program coordinator will begin investigating by reaching out to each of the involved parties within 3 business days to learn more details about the interaction/incident. In some instances, it may be necessary for the program coordinator to reach out to other parties (such as a case manager) if it is deemed relevant to the particular situation. The program coordinator will also review the situation with his/her/their supervisor and/or FriendshipWorks' Director of Programs. After next steps have been determined, the program coordinator will discuss the recommended next steps with the person who made the complaint. Depending on the recommendation, the program coordinator may/need to also connect back with the offending party about next steps.

It is our experience that many situations can be resolved in conversation between a coordinator and participant. We will also try to honor requests from the parties involved about desired next steps. You also have the right to make a request regarding your particular visiting, escorting or helping match. For Friendly Visiting, your coordinator may also recommend a re-match in some cases. Severe offenses of harassment or discrimination may result in the offender being barred from future services.