



REVIVE RECOVERY

Non-Discrimination, Equal Access & Inclusion Policy

Policy Statement

Revive Recovery is committed to providing services, employment, volunteer opportunities, leadership opportunities, referrals, partnerships, meetings, events, and community engagement in a manner that is fair, respectful, inclusive, accessible, and free from unlawful discrimination, harassment, retaliation, coercion, intimidation, or unequal treatment.

Revive Recovery does not discriminate against any person because of race, color, creed, religion, national origin, ethnicity, ancestry, sex, pregnancy, childbirth or related conditions, sexual orientation, gender identity, gender expression, marital status, familial status, disability, age, status with regard to public assistance, veteran or military status, genetic information, local human rights commission activity, criminal history or justice involvement except where a lawful and job-related or program-related requirement applies, substance use history, recovery status, recovery pathway, housing status, immigration status to the extent protected by law, language, culture, economic status, or any other status protected by federal, state, or local law.

This policy is intended to be an enforceable organizational rule, not only a statement of values. It applies to how Revive Recovery treats people, makes decisions, delivers services, hires and supervises personnel, selects vendors and partners, handles complaints, and documents corrective action.

Legal and Ethical Commitment

Revive Recovery will comply with applicable federal, state, and local civil rights and non-discrimination laws, including the Minnesota Human Rights Act and applicable federal civil rights requirements tied to public accommodations, employment, services, grants, Medicaid, public funding, and federally assisted programs.

Nothing in this policy limits any person's right to file a complaint with an outside civil rights, licensing, funding, law enforcement, or regulatory agency. Revive Recovery will not retaliate against any person for exercising those rights.

Scope of Policy

This policy applies to all Revive Recovery activities, including: peer recovery support, recovery community events, outreach, reentry support, referrals, resource navigation, volunteer service, employment and hiring, supervision, board service, committee work, training, public communications, website content, social media, fundraising, contracted services, community partnerships, and use of Revive Recovery spaces or sponsored events.

This policy applies whether services or activities occur in person, virtually, by phone, by text, by email, on social media, in community spaces, in correctional or treatment settings, in recovery housing settings, or during Revive Recovery-sponsored events.

Policy Type: Board Governance / Organizational Ethics

Applies To: Applies To: Participants, applicants, staff, volunteers, Board members, officers, contractors, interns, visitors, partners, vendors, and all Revive Recovery programs and events

Effective Date: June 2026

Review Cycle: Annually or as required by law, funder, certification body, or organizational need

For questions regarding this policy, contact ReviveRecoveryMN@gmail.com

Equal Access to Services and Participation

Revive Recovery will provide equal access to programs, services, meetings, events, referrals, volunteer opportunities, and community supports without discrimination. Program eligibility criteria must be mission-related, consistently applied, and not used as a pretext for discrimination.

When a program is designed for a specific population, such as people in recovery, people impacted by incarceration, families, youth, veterans, rural residents, LGBTQ+ community members, or another community group, Revive Recovery may focus outreach and programming on that population while still applying this policy in a lawful, respectful, and equitable manner.

Revive Recovery will not deny, delay, limit, segregate, discourage, shame, or provide a lower quality of service to a person because of a protected status, recovery pathway, justice involvement, relapse history, housing status, medication use, disability, language need, or cultural identity.

Recovery Pathway and Medication Non-Discrimination

Revive Recovery recognizes that recovery is self-directed and may include many pathways, including but not limited to 12-step recovery, non-12-step recovery, faith-based recovery, secular recovery, harm reduction, culturally specific supports, medication for opioid use disorder or alcohol use disorder, mental health treatment, peer support, mutual aid, wellness practices, family support, and other lawful individualized recovery supports.

No participant may be excluded, judged, pressured, denied services, or treated differently because they use or do not use a particular recovery pathway, medication, meeting type, treatment provider, sponsor, faith community, or support model. Peer support must remain person-centered, voluntary, trauma-informed, and directed by the participant's goals and preferences.

Justice-Involved and Reentry Non-Discrimination

Revive Recovery serves people impacted by substance use, incarceration, criminal legal involvement, homelessness, family separation, treatment barriers, and reentry challenges. Revive Recovery will not use criminal history, incarceration history, probation/parole status, pending charges, treatment history, relapse history, or child protection involvement as a basis for stigma, exclusion, or unequal treatment unless a specific legal, safety, contractual, or program requirement makes a limitation necessary.

Any limitation based on safety, eligibility, or legal requirements must be narrowly tailored, documented, reviewed by leadership, and communicated respectfully.

Disability Access and Reasonable Accommodation

Revive Recovery will make reasonable accommodations and reasonable modifications for individuals with known physical, sensory, intellectual, developmental, psychiatric, substance use-related, or other disabilities unless doing so would create an undue hardship or fundamentally alter the nature of the program or service.

Examples may include accessible meeting locations, modified communication methods, support with forms, plain-language explanations, virtual participation when appropriate, service animal access where required by law, additional time, or other reasonable adjustments.

Requests for accommodation may be made to any staff member, supervisor, program leader, or board-designated contact. Staff receiving a request must forward it to leadership promptly and must not discourage or ignore the request.

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Language Access and Communication Equity

Revive Recovery will make reasonable efforts to communicate effectively with people with limited English proficiency, low literacy, communication disabilities, or different communication needs. This may include plain-language materials, interpretation, translated materials, assistive technology, reading assistance, or referral to appropriate language resources when available.

Participants will not be denied meaningful access because they need help understanding forms, policies, recovery resources, legal/court information, service options, or referral information.

Harassment, Hostile Environment, and Bullying Prohibited

Revive Recovery prohibits harassment, bullying, intimidation, threats, slurs, demeaning jokes, unwanted comments, sexual harassment, misgendering used to demean or exclude, stigma-based language, public shaming, retaliation, coercion, or other conduct that creates an intimidating, hostile, degrading, or offensive environment.

This applies to conduct by staff, volunteers, board members, contractors, participants, visitors, partners, vendors, and event attendees. Revive Recovery may take corrective action when conduct affects the safety, dignity, access, or participation of others in Revive Recovery activities.

Participant Rights and Self-Determination

Participants have the right to be treated with dignity, respect, privacy, and cultural humility. Participants also have the right to choose their own recovery goals, recovery pathway, service providers, housing options, community supports, and whether to participate in peer recovery support services.

Revive Recovery staff and volunteers may provide information, options, education, referrals, and support, but must not pressure, shame, coerce, punish, manipulate, or financially influence participants to choose or avoid a specific lawful service, provider, recovery pathway, medication, housing option, meeting, faith group, or treatment model.

Employment, Volunteer, Board, and Contractor Practices

Revive Recovery is an equal opportunity organization. Hiring, volunteer selection, board recruitment, promotion, supervision, discipline, compensation, training opportunities, assignments, and termination decisions must be based on qualifications, role requirements, performance, mission alignment, lived experience relevance where appropriate, and organizational need - not discrimination.

Revive Recovery values lived experience, including recovery, justice involvement, family experience, and community experience. Lived experience may be considered when relevant to peer support, recovery advocacy, and community representation, but it must not be used to unlawfully exclude, exploit, stereotype, tokenize, or limit any person.

Partner, Vendor, and Referral Expectations

Revive Recovery expects partners, vendors, referral sources, recovery residences, treatment providers, employers, volunteers, and community collaborators to respect this policy when participating in Revive Recovery activities or receiving referrals connected to Revive Recovery services.

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Revive Recovery may decline, suspend, or end a partnership, vendor relationship or referral relationship when a partner/vendor/referral's conduct creates discriminatory barriers, unsafe conditions, coercion, exploitation, retaliation, or stigma that conflicts with Revive Recovery's mission and this policy.

Reporting Discrimination or Harassment

Any participant, employee, volunteer, board member, contractor, visitor, partner, or community member may report suspected discrimination, harassment, retaliation, denial of accommodation, unequal access, or violation of this policy.

Reports may be made verbally or in writing to the Executive Director, a supervisor, a board officer, or another designated Revive Recovery contact. A person does not need to use legal terms or prove discrimination in order to make a report. Staff who receive a report must treat it seriously and forward it to the appropriate reviewer promptly.

Reports should include, when available: the date, location, people involved, what happened, witnesses, documents/messages, requested resolution, and any immediate safety or access concerns. Lack of complete information will not prevent review.

Review and Response Procedure

Revive Recovery will review reports promptly, fairly, and as confidentially as practical. The reviewer may speak with the reporting person, the person accused of violating the policy, witnesses, staff, supervisors, board members, or others with relevant information.

When appropriate, Revive Recovery may take interim steps to protect access, safety, privacy, or participation while a report is reviewed. These steps may include changing meeting arrangements, assigning a different staff contact, pausing a volunteer assignment, providing accommodation, or addressing immediate barriers.

After review, Revive Recovery will determine whether the policy was violated and what corrective action is appropriate. Corrective action may include coaching, training, apology or restorative response when appropriate, revised procedures, accommodation, written warning, removal from an event, suspension or termination of volunteer/service role, employment action, board action, ending a partner relationship, or referral to an outside authority when required.

Retaliation Prohibited

Revive Recovery strictly prohibits retaliation against any person who reports a concern in good faith, requests an accommodation, participates in a review, supports another person's report, refuses to participate in discriminatory conduct, or exercises civil rights or participant rights.

Retaliation includes intimidation, threats, exclusion, reduced services, negative job action, harassment, public shaming, changed assignments, denial of opportunities, or any adverse action because a person raised or participated in a concern. Retaliation is a separate violation of this policy.

Confidentiality and Documentation

Reports and related documentation will be shared only with people who have a legitimate need to know in order to review, respond, comply with law, protect safety, or carry out corrective action. Revive Recovery cannot guarantee absolute confidentiality, but will protect privacy to the greatest extent practical.

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Revive Recovery will maintain documentation of reports, review steps, findings, actions taken, accommodation requests, and follow-up. Documentation will be retained according to Revive Recovery's record retention policy and applicable legal, funding, or certification requirements.

Training, Notice, and Accessibility of Policy

Revive Recovery will make this policy available to staff, volunteers, board members, contractors, participants, and the public as appropriate. The policy may be included in employee and volunteer handbooks, participant materials, board orientation, website postings, event guidance, and partner agreements.

Staff, volunteers, and board members will receive orientation or training on non-discrimination, respectful communication, participant choice, recovery pathway neutrality, reasonable accommodation, reporting obligations, and retaliation prevention. Training will be refreshed periodically and when policy updates occur.

Leadership Responsibility and Annual Review

The Executive Director and Board of Directors are responsible for supporting implementation of this policy, reviewing serious concerns, monitoring patterns, and ensuring corrective action is taken when needed.

This policy will be reviewed at least annually and updated when required by law, certification standards, funder expectations, participant feedback, community feedback, or organizational experience.

Public Website Statement

Revive Recovery does not discriminate on the basis of race, color, creed, religion, national origin, ethnicity, sex, pregnancy, sexual orientation, gender identity, gender expression, marital status, familial status, disability, age, public assistance status, veteran status, justice involvement, substance use history, recovery status, recovery pathway, housing status, or any other status protected by law. Revive Recovery is committed to equal access, participant choice, multiple pathways of recovery, reasonable accommodation, and services delivered with dignity and respect.

Acknowledgment

I acknowledge that I have received or been provided access to Revive Recovery's Non-Discrimination, Equal Access, and Inclusion Policy. I understand that I am expected to follow this policy and report concerns as described above.

Name:	Role:
Signature:	Date:

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Complaint and Review Form

GRIEVANT INFORMATION

Name: Address:	
Date Form Submitted:	

DETAILS OF EVENT LEADING TO GRIEVANCE

Date: Time: Location of Event:	
(if applicable) Witness(es): Phone Number(s):	

ACCOUNT OF EVENT / VIOLATIONS

Provide a detailed account of the occurrence (include names of person/people involved, evidence to support claim, any attempts you made to resolve the issue and the outcome of such, etc):

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List any policies, procedures or guidelines you believe were violated:

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PROPOSED SOLUTION

Please include a detailed and productive-based, clear statement of the desired outcome:

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IMMEDIATE SAFETY/ACCESS CONCERNS

Please include a detailed outline of all safety/access concerns:

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SIGNATURE

Signature (if submitted electronically, your typed name shall constitute your e-signature):	
Date:	

*****Please retain a copy of this form for your records.*****

Below is for use by Revive Recovery only

Received By Revive Recovery (Name):	
Date:	

Upon receiving a Non-Discrimination, Equal Access & Inclusion Policy Grievance form, Revive Recovery will conduct a review to evaluate:

☐ Whether policies and procedures were followed (if not, document below).

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☐ Whether policies and procedures are adequate (if not, document changes needed).

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☐ Whether additional staff training is needed (if so, document below).

☐ Whether the complaint is similar to past complaints involving the same individual recipient, staff, or services (if so, document below).

☐ Whether corrective action is necessary to protect the health and safety of service recipients (if so, document below).

Upon completion of a complaint review, Revive Recovery shall document the findings, conclusions, actions taken, and any recommendations for improvement. Documentation shall be maintained in accordance with organizational record retention policies.

When a complaint is substantiated, or when opportunities for improvement are identified, Revive Recovery may implement corrective actions including, but not limited to: providing additional staff, volunteer, or board training; reassigning peer service providers or other personnel when appropriate; modifying service delivery practices or procedures; adjusting programming schedules, locations, or accessibility accommodations; improving language access, communication methods, or participant supports; modifying physical or virtual service environments to promote safety, inclusion, and accessibility; updating organizational policies, procedures, or training materials; implementing additional oversight, supervision, or quality improvement measures; developing new services or supports to address identified barriers; and taking disciplinary action when warranted and consistent with organizational policies.

Revive Recovery will make reasonable efforts to communicate the outcome of the review process to the individual who submitted the complaint, when appropriate and permissible under privacy and confidentiality requirements. Information obtained through complaints and grievance reviews may also be used to identify trends, reduce barriers to participation, strengthen equitable access to services, and improve the overall quality of programs and supports provided to the recovery community.

The resolution, including any corrective actions taken, should be listed below:

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☐ The complaint summary and resolution notice will be maintained in the appropriate person's/persons' record with Revive Recovery.

Name:	<i>I, the undersigned, understand the grievance stated above and all corrective actions taken by Revive Recovery on behalf of the Peer Recipient (grievant):</i>
	(signature above)
Date:	

Revive Recovery Executive Director (Name)	
(Signature):	
Date:	

☐ The organization will issue a formal written response; as well as, grievant appeal rights, within five (5) business days, excluding weekends and holidays.

Date sent to Grievant:	
Method used (email, USPS, in person, etc)	
Sent by (Name):	

Recordkeeping and Review

Revive Recovery maintains a Grievance Log documenting the nature of each complaint, relevant information gathered during investigation, and the outcome or resolution. All records are confidential and stored securely. The Executive Director reviews grievance records periodically to identify trends and potential areas for organizational improvement.