Non-Discrimination Policy

1. Policy Overview

At **Divine Design Health, LLC**, we are committed to providing an inclusive, welcoming, and accessible environment for all clients, employees, independent contractors, and community members. We believe that every individual deserves respect, dignity, and equal access to health coaching and wellness services. **Discrimination, harassment, or exclusion of any kind will not be tolerated.**

2. Scope of Coverage

This policy applies to all aspects of our business operations, including but not limited to:

- The intake, acceptance, and provision of services to health coaching clients.
- All marketing, educational programs, newsletters, and digital platform access.
- The hiring, onboarding, compensation, and management of employees, virtual assistants, or independent contractors.
- All interactions on our practice management systems (e.g., Practice Better) and communication channels.

3. Protected Characteristics

In compliance with federal laws and **California state laws (including the Unruh Civil Rights Act and FEHA)**, we strictly prohibit discrimination or harassment based on the following characteristics, whether actual or perceived:

- Race, color, ancestry, national origin, or ethnic origin
- Creed, religion, or spiritual beliefs
- Sex, gender, gender identity, gender expression, or transgender status
- Sexual orientation
- Age (including protections for individuals 40 and older)
- Physical, mental, or learning disabilities
- Medical conditions, genetic information, or family medical history
- Marital, domestic partner, or family status
- Pregnancy, childbirth, breastfeeding, or related medical conditions
- Citizenship status or primary language
- Military or veteran status

4. Client Care & Accessibility Accommodations

We recognize our duty to provide reasonable accommodations to guarantee equal access to our coaching services, to the point where it does not cause undue operational hardship:

- **Physical and Digital Access:** We strive to ensure our physical office spaces (if applicable) and digital platforms meet accessibility standards.
- **Communication Accommodations:** If you require alternative formats for client intake questionnaires, scope of practice disclosures, or educational materials, please notify us.
- **Biases and Cultural Humility:** As functional health wellness professionals, we approach client care with cultural humility, actively checking personal biases to ensure objective, equitable, and empathetic support for diverse health journeys.

5. Reporting and Complaint Procedure

If you believe you have been subjected to discrimination, harassment, or unfair treatment by anyone associated with **Divine Design Health, LLC**, you are encouraged to report the incident immediately.

- **How to File an Internal Complaint:** Please submit your complaint in writing to: **Debra Kreuter/info@divinedesignhealth.org**. Please include dates, names of individuals involved, and a description of the occurrence.
- **Investigation:** We will conduct a prompt, discreet, and impartial investigation into all reported incidents. Confidentiality will be protected to the greatest extent possible.
- **Corrective Action:** If a violation of this policy is established, swift corrective action will be taken, which may include termination of a client contract, or termination of employment/contractor relationships.
- **Zero Retaliation:** We strictly prohibit retaliation against any individual who files a good-faith complaint or participates in a discrimination investigation.

6. External Remedies in California

Using our internal grievance process does not prevent you from pursuing external legal or administrative remedies. If a dispute cannot be resolved internally, individuals have the right to file formal complaints with the California Civil Rights Department (CRD) (formerly DFEH) or the U.S. Department of Health and Human Services, Office for Civil Rights.