



Disability, Discrimination, & DEIJ Statement

At The Flow Centre we celebrate diversity, and we respect the unique life journey and life choices of all people. We know that promoting diversity, equity, inclusion, and justice in our community has a positive impact in the world. We aim to achieve this by:

Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, neurodiversity, or veteran status.

All staff and personnel will not discriminate against any employee or participant because of race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, neurodiversity, or veteran status.

All individuals are welcome to participate regardless of race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, neurodiversity, disability, or veteran status.

All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, neurodiversity, or veteran status.

Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the Grievance Policy below. The Flow Centre will promptly investigate all claims and reports of inappropriate conduct.

Stress Less, Be More



Stress Less, Be More



Grievance Policy

The Flow Centre seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner.

Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behaviour.

All grievances will be addressed to the best of our ability to prevent further problems,

A process for filing grievances can be found below:

A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.

If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the program manager within 7 days. The program manager will review the issue and talk to the student within 7 days of receiving the complaint. The program manager will work with all parties involved to resolve the issue.

If a participant does not feel the issue is resolved, a written request for a partial tuition refund for the module they are currently in – prorated to the number of hours that have not been provided. This written request will be sent to The DOT – Director of Training at: crew@flowcentre.org. A response will confirm receipt within 72 hours. If the matter cannot be resolved to the participants satisfaction, the prorated refund will be credited to the participant within 7 days. All appeal decisions are final.