



EQUALLY DIFFERENT
THERAPY

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Accessibility Policy

This policy should be read in conjunction with:

Dignity and Respect Policy

Equality and Diversity Policy

General

Equally Different Therapy are committed to equality and diversity, dignity and respect in relation to the clients that they see and all who work in association with Equally Different Therapy. Equally Different Therapy ensure that services are accessible to all wherever possible and that the additional needs of Associates are accommodated where necessary.

A client directed accessibility policy is available on the Equally Different Therapy website. All clients interface initially through the administrator e mail where they will be invited to inform Equally Different Therapy of any additional needs. These will be communicated with Equally Different Therapy Directors. Wherever possible these needs will be met within the constraints of a private provider, see below.

Where any Associate has or develops additional needs these should be discussed with Equally Different Therapy Directors. Adaptations will be made wherever possible to ensure they can continue their work with Equally Different Therapy.

Disability access

Any therapy rooms that are hired by Equally Different Therapy will have disability access to the ground floor and appointments will be scheduled in ground floor rooms where necessary. The ground floor will also have disabled toilet facilities.

There are no need for hoists as physical examinations are not required.

Communication

Equally Different Therapy will always communicate with clients in a developmentally appropriate way adapting their communication means and styles. This may include:

- E-mail
- Text
- Age appropriate language
- Adapting height, body position

Language

Equally Different Therapy Directors will consider all possibilities if a client wishes to be seen but English is not their first language. This might include:

Interpreting by a family member/friend. Confidentiality issues must be considered and discussed then recorded in the client record on Pabau

- Language line. Cost must be covered by the client but Equally Different Therapy will accommodate using this facility
- Private interpreters. Equally Different Therapy will consider using any private interpreter provided there is clear documentation from the interpreter around their qualifications and policies for confidentiality. Cost must be covered by the client

Hearing Impairment

Equally Different Therapy Directors will consider all possibilities if a client requires communication through sign language. This might include:

- Signing by a family member/friend. Confidentiality issues must be considered and discussed then recorded in the client record on Pabau
- Private signers. Equally Different Therapy will consider using any private signer provided there is clear documentation from them around their qualifications and policies for confidentiality. Cost must be covered by the client

Visual impairment

Equally Different Therapy do not currently have braille versions of our own written information sheets however we will endeavour to source appropriate alternatives if necessary. The written information on our website does have accessibility tools.

Other additional needs

Any other additional needs identified should be discussed with Equally Different Therapy Directors. Wherever possible adaptations will be made on an individual basis to ensure access to Equally Different Therapy services. This may need to be at additional cost to the client if it would otherwise be at additional cost to Equally Different Therapy. This should always be discussed.

Equally Different Therapy will always signpost a client to alternative services if needed.

Home visits can be considered but a risk assessment should always be taken first by an Equally Different Therapy.

Sarah Wellaway (Company Director)

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