



Tel: 01392 829989

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## **Accessibility Policy**

This policy should be read in conjunction with:

**Dignity and Respect Policy**  
**Equality and Diversity Policy**

### **General**

EPIC Solutions are committed to equality and diversity, dignity and respect in relation to the clients that they see and all who work in association with EPIC Solutions. EPIC Solutions 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 EPIC Solutions website. All clients interface initially through the administrator e mail where they will be invited to inform EPIC Solutions of any additional needs. These will be communicated with EPIC Solutions 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 EPIC Solutions Directors. Adaptations will be made wherever possible to ensure they can continue their work with EPIC Solutions.

### **Disability access**

Disability parking is available at Glen House.

Glen House has disability access to the ground floor and appointments will be scheduled in ground floor rooms where necessary. The ground floor also has disabled toilet facilities. The stairs at Glen House has hand rails.

There are no hoists. Examination couches can be height adjusted. Where physical examination will be necessary the practicalities of this will be discussed with the client/parent.

### **Communication**

EPIC Solutions 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**

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



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- Interpreting by a family member/friend. Confidentiality issues must be considered and discussed then recorded in the client record on Cliniko
- Language line. Cost must be covered by the client but EPIC Solutions will accommodate using this facility
- Private interpreters. EPIC Solutions 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**

EPIC Solutions 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 Cliniko
- Private signers. EPIC Solutions 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**

EPIC Solutions 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 can be communicated verbally if required.

### **Other additional needs**

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

EPIC Solutions 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 EPIC Solutions Director.

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