

BEDALE OSTEOPATHS' EQUALITY, DIVERSITY AND INCLUSION POLICY

At Bedale Osteopaths we are dedicated to promoting Equality, Diversity and Inclusion (EDI). Our practitioners are committed to ensuring a high standard of service and care to each of their patients.

This means that our practitioners are required to recognise the impact of culture, equality and diversity on their practice, and to practice in an inclusive and non-discriminatory manner.

Moreover, Bedale Osteopaths' practitioners are required to respond appropriately to the needs of clients, recognising that this can be impacted by difference of any kind, including protected characteristics, intersectional experiences and marginalised identities.

This is demonstrated through an implementation of the following:

- Bedale Osteopaths' practitioners are encouraged to operate in an inclusive manner towards all LGBTQ+ individuals, and to offer treatment regardless of sexual orientation or gender.
- At Bedale Osteopaths, we understand that some patients may feel more comfortable having a chaperone present. You are very welcome to bring a chaperone with you.
- We are committed to removing barriers of communication wherever possible. You are welcome to bring anyone you may need to your appointment, for example; an interpreter, a carer or if required, an assistance dog. Please just let reception know.
- Whilst it is normal practice for forms and information about your appointment to be sent via email, we are more than happy to go through these on the phone or in person at your appointment. Please just let us know and we will make this process as easy as possible for you.
- We will do everything we can to assist you with any accessibility issues. We have an accessible treatment room in our practice, so, if you have any accessibility requirements please contact reception at the time of booking so we can allocate the correct treatment room for you. We will also make any other reasonable adjustments for you, for example, helping you in from the car park or assisting you with shoes/outerwear.

Furthermore, Bedale Osteopaths' practitioners are committed to respecting the rights, dignity, values and autonomy of the service user. Respect, dignity, civility, compassion, and care are at the core of how we treat each other and all our patients.

We are always seeking to improve our services, and if you have any comments or concerns, please contact info@bedaleosteopaths.co.uk