



Equality, Diversity and Inclusion Policy

This policy was developed in response to the revised Health & Care Professions Council (HCPC) standards, which came into effect on 1st September 2023.

I am dedicated to promoting Equality, Diversity and Inclusion (EDI) and committed to ensuring a high standard of service and care to each of my clients.

This means that I do my best to recognise the impact of culture, equality and diversity in my practice and to work in an inclusive and non-discriminatory manner.

I do my best to respond appropriately to the needs of clients, recognising that this can be impacted by differences of any kind, including protected characteristics, intersectional experiences and marginalised identities.

This is demonstrated through an implementation of the following:

- ☐ Although my work may be best suited to characteristics often imbibed into the more traditional roles of females, such as people-pleasing & deference, I do my best to operate in an inclusive manner towards all LGBTQ+ individuals, and to offer coaching regardless of sexual orientation or gender.
- ☐ I understand that some of my clients may feel more comfortable having a chaperone present. If you would like to have a chaperone with you in your sessions, please feel welcome to discuss this with me.
- ☐ I am committed to removing barriers to communication wherever possible. If you need to have an interpreter with you in your sessions, please bring this to my attention.
- ☐ As my coaching sessions are carried out online via Zoom, I hope this helps where you might otherwise have had practical accessibility difficulties.

I am committed to respecting the rights, dignity, values and autonomy of each individual service user.

I endeavour to centralise the role of the service user in the following ways:

- ☐ Clients wishing to undertake the Freedom From Pain programme are asked to complete a detailed assessment (the Tapestry of Life form) at the beginning of their programme & journey with me, so that guidance & support can be directed towards their specific needs.
- ☐ The client is always at the forefront of any choices regarding options or goals, and these are reviewed regularly.

I always endeavour to improve the service I offer. If you have any comments, suggestions or concerns, please contact me at Catherine@CatherinePollitt.co.uk.