



# Phoenix Therapy Practice

Adult, Child, Couples and Group Psychotherapy, Counselling and Psychological Services.

## Equality and Diversity Policy

Phoenix Therapy Practice is fully committed to the principles of Equality and Diversity and equal opportunities for all those currently working within the clinic, for all prospective practitioners, staff and clients.

Phoenix Therapy Practice takes pride in being a safe and inclusive environment for all our clients and workforce. In line with The Equality Act 2010. We do not tolerate discrimination and/or micro-aggression on grounds of protected characteristics such as sex, gender, gender identity, marital status, sexual orientation, class, race, colour, nationality, religion, age, disability, HIV positivity- or any other grounds.

Our clinical practice environment is designed to reflect our belief in equality and inclusion. We attempt to empower our client group and partners to act as champions of values against conscious and unconscious bias. We understand at Phoenix that “no-tolerance to discrimination” is not enough to achieve equality or support for all parts of the community.

We are committed to values and behaviours that will achieve this by promoting diversity within the community, our workforce, and partners. We aim to achieve and sustain this equality by establishing our practice with the valuable input and presence of under-represented groups, building in legislative requirements and best practice to all our service delivery and supporting these with appropriate training and guidance for the community and workforce. We will also be aiming to receive and make use of any feedback to improve and develop our service delivery. We are proud to have a diverse range of practitioners from some under-represented groups, and we will endeavour to improve on areas in which we are still underrepresented.

We are also committed to achieving equality of opportunity in access to and provision of our services. As such we endeavour, in as far as is practicable, to provide treatment and facilities that are accessible, welcoming, and available to all and to ensure that no-one feels disadvantaged or excluded from the services we offer.

No person using the services or working for the centre will be treated less favourably than any other person because of their age, appearance, class, culture, disability, ethnicity, gender, HIV status, medical condition, political views, religious beliefs, sexual orientation or trade union involvement (excepting those services that by their nature are specifically related to a particular client group).

### Aims

Phoenix is committed to:

- Ensuring that all clients are given equal access to the services we offer. Where we are unable to offer appropriate help to a prospective client, we will aim to direct them to other services in the community.
- Challenging prejudice and discrimination in the practice, through appropriate awareness-raising and training.
- Seeking to increase the involvement of people from marginalized groups in all the Clinic's activities.
- Promotion of its services throughout all sections of the community.

Updated 14.08.20



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## Staff and Practitioner Recruitment and Training

Phoenix is bound by employment legislation relating to race, gender, sexual orientation, and disability. As such, our policies relating to recruitment, training and promotion will operate within the requirements of the relevant legislation. Whilst no such legislation currently exists in relation to age, we will be mindful always of equality of opportunity for all members of the community.

We endeavour to:

- Ensure information about staff vacancies can easily be accessed by as much of the community as possible, by placing advertisements in community wide publications.
- Ensure information about training placements can easily be accessed via contact with local and regional training boards.
- Ensure information about practitioner vacancies can be easily accessed via contact with professional associations and local community information services.
- Provide detailed job description and personal specifications for each staff vacancy and ensure candidates are selected based on their ability to meet criteria as detailed in these.
- Monitor recruitment practices to ensure that candidates are selected based on their ability to fulfil such criteria.
- Ensure that interview panels and other selection methods are conducted fairly and effectively.
- Ensure that all staff and practitioners have equal access and opportunities to participate in training and further developments and regularly monitor practice to ensure that this is being adhered to.
- Ensure that volunteers on training placements are treated no less favourably than other practitioners.
- Ensure that those responsible for the recruitment and selection of staff and practitioners are aware of our Equal Opportunities Policy and the commitment it implies.
- Ensure that all staff and practitioners are aware of the centre's Equal Opportunities Policy and the commitment it implies.

Phoenix Therapy Practice will attend and respond to any complaints by those accessing treatments or facilities provided by us and ensures that a complaints procedure is available to anyone wishing to make use of it. Where the material discussed is confidential or of a sensitive nature, the Director will communicate outcomes only to those persons directly affected



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## Access and Provision of Services

We are committed to providing, in so far as is practicable, a service which is equally available to any member of the public wishing to access its services. Phoenix is further committed to ensuring that provision of services is regularly monitored and evaluated to ensure no-one be denied treatment on inappropriate grounds which might contravene the Equal Opportunities Policy.

Phoenix aims to provide information about its services in an easily accessible format and in a variety of contexts to reach all members of the community. In addition, Phoenix is committed to expanding access to affordable counselling to those members of the community who might otherwise be excluded through financial disadvantage. To this end we will seek funding to support subsidised schemes providing counselling at a substantially reduced rate.

Phoenix Therapy Practice aims to make its services accessible to those with disabilities and those for whom English is not their first language, in so far as is practicable, and to be mindful of the impact cultural and other differences may have in our work. However, we aim to evaluate each client as an individual and make an unbiased assessment of their needs and the appropriateness of the services we have on offer and explore ways in which we can accommodate any special needs where practicable or refer the client on to a more appropriate service. The treatments and facilities provided by the Practice are monitored through service user evaluation in order for feedback to be incorporated into future policy and procedural matters.

## Code of Conduct

Discriminatory behaviour or remarks by practice members are considered unacceptable. It is expected that all members and clients should be treated with dignity and respect and that their feelings and right to confidentiality be respected. If a practitioner believes that he or she has been subject to discrimination or harassment or is aware of discrimination or harassment against another person in the practice it is his or her responsibility to report the matter to the Director. All allegations of discrimination will be treated seriously in accordance with the Associations Complaints Procedure.

Service users who complain of discrimination or harassment will be advised of the Complaints Procedure. Complaints will be treated seriously, and a thorough investigation will be carried out, whilst maintaining confidentiality.

## Review

This Policy will be reviewed every two years.