

## **Disability Policy**

Thornhill Dental Surgery recognises that under the Disability Discrimination Act it is unlawful for a service provider to treat a disabled person less favourably for a reason related to the person's disability unless it can be reasonably justified. This policy details the philosophy and practices within Thornhill Dental Surgery that reflect our commitment to complying with this standard.

Thornhill Dental Surgery and its staff will not discriminate against a disabled person by providing less favourable treatment such as:

- refusing to provide any service which is available to other members of the public;
- providing service of a lower standard or in a worse manner;
- providing service on worse terms;
- failing to make reasonable adjustments for disabled persons, with the effect that it is impossible or unreasonably difficult for the disabled person to make use of any such service;
- refusing or not offering employment based on disability;
- offering less favourable terms of employment.

Thornhill Dental Surgery will not treat a disabled member of staff less favourably by:

- failing to make reasonable physical adjustments to the working environment;
- failing to make reasonable changes to working practices;
- not affording the same opportunities afforded to other employees;
- discriminating against the employee in any other way.

Thornhill Dental Surgery

- have conducted a Disability Access Audit in order to thoroughly consider the needs of disabled patients;
- have made changes to policies, procedures, services and physical features of our premises wherever reasonable;
- can provide a reasonable alternative where it was unreasonable for us to make changes;
- invites any suggestions or feedback so that we can continue to improve our service in this area.