



Special Condition and Reasonable Adjustment Policy

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Policy Context

The Disability Discrimination Act (DDA) requires employers to make changes to help disabled people work. These are known as 'reasonable adjustments' and can include:

- Making changes to the building or premises where the person works.
- Changing the way in which work is done.
- Providing equipment that will help the person do their job.

Most adjustments don't cost anything at all - just a change in attitude. For others that do involve a cost, the Government Access to Work scheme might be able to help.

What Impairments are Covered by the DDA

There is no definitive list prescribed by the DDA and each case must be considered individually. But the definition is very wide and, depending on their nature and severity, and the effect on normal day- to-day activities might include, for example, people with:

- Sensory impairments (vision and hearing);
- Heart conditions;
- Musculoskeletal conditions, affecting the limbs, hands, back or neck;
- Recurring or fluctuating conditions such as arthritis;
- Mental health problems such as diagnosed depression;
- Epilepsy;
- Asthma;
- Dyslexia;
- Diabetes;
- Severe disfigurements;
- Learning disabilities;
- Progressive conditions (e.g. cancer or multiple sclerosis).

This does not overrule other legislation. The employer is therefore not required to make an adjustment that would result in a breach of, for example, Health and Safety legislation.

Risk Assessing Physical Restraint / Physical Intervention

Physical restraint / physical intervention is an activity that requires people to control others by the use of physical force. As such any physical intervention activity is a manual handling activity as defined by the Manual Handling Operations Regulations 1992 (as amended).

The Regulations Establish The Following Clear Hierarchy Of Control Measures:

- Avoid hazardous manual handling operations so far as is reasonably practicable, for example by redesigning the task to avoid moving the load or by automating or mechanising the process.
- Make a suitable and sufficient assessment of any hazardous manual handling operations that cannot be avoided.
- Reduce the risk of injury from those operations so far as is reasonably practicable. Where possible, you should provide mechanical assistance, for example a sack trolley or hoist. Where this is not reasonably practicable, look at ways of changing the task, the load and working environment.

Assessing Reasonable Adjustment for Physical Intervention

Courage Consultants Uk Limited is committed to providing reasonable adjustment wherever and whenever possible in our training programme, and some examples of how we have achieved this are listed below.

Physical Technique

One example of reasonable adjustment is to ensure that all physical techniques are designed to promote good manual handling and thus reduce the risk of Musculoskeletal conditions, affecting the limbs, hands, back or neck.

Visual Impairment

Another example of incorporating a reasonable adjustment was for a visually impaired person. To help this person we would:

- Record all of the main lectures into MP3 format;
- Increase the font size of the handout to large print;
- Produce 'read out loud' documents for this in Adobe Acrobat.
- Provide a facility whereby the student could be assessed on their ability using verbal questioning and audible feedback.

In helping a person who is dyslexic we would:

- Have printed materials on a yellow coloured paper;
- Increase the font size of the hand-out to large print;
- Provide PowerPoint Presentations as a learning resource;
- Provide video footage of techniques as a learning aid;
- Provide a facility whereby the student could be assessed on their ability using verbal questioning and audible feedback.

Instructor Training

All courses’ tutors have had extensive training in communication skills to promote a greater understanding of how to enhance our communication skills with the express aim of helping those we train.

On-going Assessment

Courage Consultants Uk Ltd will continue to develop our courses and services whilst considering what reasonable adjustments can and should be made. As opposed to seeing this as a legislative requirements we will approach this need from a customer service and a common sense perspective as we believe that all people should be treated fairly and with dignity and respect.

Documents Associated with this Procedure

Name	Stored