



## Disability Communication Policy

Diligent Developments Limited is trading as Diligent Developments  
Company Number – 5323384  
Registered Office – Office 6, 78-88 Bensham Grove, Thornton Heath, CR7 8DB



## Our Disability Communication Policy

Diligent Developments Ltd is aware of its responsibilities under the Disabilities Discrimination Act 2005 and is committed to working towards removing or alleviating as many barriers as possible to disabled people with particular emphasis on communication. Barriers can include:

- 1) Prejudice and stereotypes
- 2) Inflexible organizational procedures and practices
- 3) Inaccessible information
- 4) Inaccessible buildings;
- 5) Inaccessible transport ; and
- 6) Poor communication

Diligent Developments Ltd is taking a social approach to disability by identifying and removing disabling barriers which are within our control such as management practices, adopting preferred terminology, the way work is organized and implemented or building design.

Diligent Developments Ltd will provide employees with appropriate levels of training to ensure that they understand;

- a) The importance of using the correct terminology when talking to or about disabled persons;
- b) That the way language is used can be disempowering, humiliating and rude;
- c) That positive language empowers;
- d) That 'political correctness' can be a barrier to effective communication;
- e) The importance of avoiding group designations e.g. 'the blind', the 'deaf';
- f) The difference between positive and negative phrases;
- g) The importance of respect and courtesy when communicating;
- h) The rules for behaving appropriately – disability etiquette

This policy is reviewed for continuing adequacy and suitability at management review.



(Director) : .....

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Date 10 Dec 2011