



Maintaining A Framework for Practice

Mandy Williams 2019

Equality act
2010
(EHRC, 2019)

Protected Characteristics

Age/ Sex / Sexual orientation / Gender
re-assignment

Marriage and Civil partnership /
Pregnancy and Maternity

Race/ Religion and Beliefs /Disability

(Equality and Human Rights Commission, 2019)

Case Study

Sandra arrived for her first counselling session at 'The Lighthouse', following an initial telephone client assessment with myself; where she discussed issues of long term depression and anxiety.

She is very angry that the counselling room is upstairs as her mobility is limited. Having reviewed the policies regarding equality, diversity and anti discriminatory practices, she assumed disabled access wouldn't be a problem.

Sandra is tired of pointing out her limitations and believes people should be aware of the emotional impact of their negligence on disabled people.

"I asked for counselling to help me with my depression and anxiety and I hardly ever go out".

Sandra feels excluded and thinks as "you obviously don't understand the challenges disabled people face," she couldn't work with me.

Furthermore, Sandra wants to make a formal complaint, as my actions have made her feel worse now than before she came for counselling.

Emotional Impact

- Affects clients commitment to therapy
- Undermines confidence and willingness to relate outside social group
- Challenging for all relationships including therapeutic
- Counsellors need communication skills to achieve “cultural competence”
(Bond, 2015, p. 202)

Definition of Disability

- Physical or Mental condition that has a long term substantial impact on normal day to day activities
- Progressive illnesses
- Previous long term health conditions

(Equality and Human Rights Commission, 2019)

Disability Discriminations

- Direct
- In-direct
- Failure to make reasonable adjustments
- Discrimination arising from disability
- Disability Harassment
- Victimisation
- Health questions

(Diverse Cymru, 2019)

Organisational requirements

- Legal requirement to train staff frequently in the Equality Act 2010
- Building and environment accessible to promote Equal opportunities, diversity and anti-discriminatory practice
- Responsibility to make reasonable adjustments when necessary

(Equality and Human Rights Commission, 2019)

Professional Requirements

- We will respect clients privacy and dignity
- Avoid unfair discrimination
- Make reasonable adjustments
- Accept our vulnerability to prejudice
- Strive for higher standards
- Challenge others

(BACP, 2018)

Values and beliefs

Action

- Accept her anger
- Apologies
- Offer referral
- Offer home session
- Client contract
- complaints procedure

Self Care

- Inform line manager of incident
- Check policies procedures
- Practice self-care for emotional impact and bias
- Take to supervision

Supervision

- Collaborate with others on telephone client assessment
- Reflect and explore alternatives
- Support personal resilience to achieve Good-practice
- Maintain Equality Diversity and Anti-discriminatory practice

Discriminations

- Physical disability
- Long term Mental Health disability
- Direct discrimination
- Failure to Make reasonable Adjustments
- Harassment
- Victimization?

(Diverse Cymru, 2019)

Safe and Ethical

- Respect and Autonomy
- Beneficence
- Non-maleficence
- Justice
- Prioritising principles

(BACP, 2018)

Conclusion

- Equality Act 2010 provides a legal framework
- Organisations have legal obligations and responsibilities
- Counselling profession embraces high standards of Equal opportunities.
- Emphasises the emotional impact of discrimination on clients
- Policies Laws and Procedures remove barriers to make counselling accessible.
(Equality and Human Rights Commission, 2019)

References

BACP , 2018. *Ethical Framework for the Counselling Professions*. [Online]

Available at: www.bacp.co.uk

[Accessed 14 April 2019].

Bond, T., 2015. *Standards and Ethics for Counselling in Action*. 4th ed. London : SAGE Publications Ltd.

Diverse Cymru, 2019. *Types-of-Discrimination*. [Online]

Available at: www.diverseecymru.org.uk

[Accessed 27 April 2019].

Equality and Human Rights Commission, 2019. *What is the Equality Act?*. [Online]

Available at: www.equalityhumanrights.com/legal-and-policy/legislation/equality-act-2010/what-equality-act

[Accessed 27 April 2019].

Equality and Human Rights Commission, 2019. *Advice and Guidance*. [Online]

Available at: <https://equalityandhumanrights.com>

[Accessed 21 April 2019].

Equality and Human Rights Commission, 2019. *en/advice and guidance -discrimination*. [Online]

Available at: <https://www.equalityhumanrights.com/en/advice-and-guidance-discrimination>

[Accessed 20 April 2019].