

Equality, Diversity and Inclusion (EDI) Policy

Version: 1.0

Effective Date: 01 July 2026

Review Date: 01 July 2027

1. Purpose

Path to Balance is committed to providing safe, ethical, inclusive and person-centred counselling and coaching services.

Every person has the right to be treated with dignity, compassion and respect, regardless of their background, identity or life experiences.

This policy sets out the commitment of Path to Balance to promoting equality, valuing diversity and creating an inclusive therapeutic environment where clients feel welcomed, heard and respected.

2. Scope

This policy applies to all professional services provided by Path to Balance, including:

- Counselling
- Coaching
- Face-to-face sessions
- Online sessions
- Telephone sessions
- Walking sessions (where appropriate)

It also applies to all aspects of practice, including communication, marketing, administration and professional relationships.

3. Principles

Path to Balance is committed to:

- treating every individual with dignity and respect;
 - recognising and valuing diversity;
 - promoting equality of opportunity;
 - creating an inclusive therapeutic environment;
 - working in a culturally responsive and trauma-informed manner;
 - recognising the impact of discrimination, prejudice and inequality on wellbeing;
 - continually reflecting on personal assumptions and professional practice.
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4. Protected Characteristics

Path to Balance seeks to provide services without unlawful discrimination in accordance with the Equality Act 2010.

This includes, but is not limited to:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

Beyond these legal protections, Path to Balance recognises that every person's identity and lived experience is unique and deserving of respect.

5. Inclusive Practice

Path to Balance aims to provide services that are accessible and responsive to individual needs.

Reasonable adjustments may include:

- adapting communication styles;
- allowing additional processing time;
- offering written information where appropriate;
- adjusting lighting or the therapeutic environment where practicable;
- supporting alternative communication preferences;
- accommodating neurodivergent needs where appropriate;

- offering online or face-to-face sessions where suitable.

Clients are encouraged to discuss any reasonable adjustments that may support their engagement in therapy or coaching.

6. Respect for Individual Identity

Path to Balance respects each client's right to define and express their own identity.

This includes respecting:

- preferred names;
- pronouns;
- cultural identity;
- faith and spirituality;
- family structure;
- relationship style;
- neurodiversity;
- disability;
- sexuality;
- gender identity.

Clients will not be expected to justify or defend aspects of their identity within the therapeutic relationship.

7. Language and Communication

Clear, respectful and inclusive communication is fundamental to therapeutic practice.

Where possible, information will be provided in a way that supports understanding and accessibility.

Path to Balance offers counselling and coaching in both English and Lithuanian.

8. Professional Responsibility

Dr Amber Gintare Andrews is committed to ongoing professional development in equality, diversity and inclusion.

This includes:

- reflective practice;
 - clinical supervision;
 - continuing professional development;
 - remaining informed of current professional guidance;
 - recognising personal bias and addressing it appropriately.
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9. Concerns about Discrimination

Clients who believe they have experienced discrimination or unequal treatment are encouraged to raise their concerns.

Concerns will be managed respectfully and fairly in accordance with the Path to Balance Complaints Policy.

10. Monitoring and Continuous Improvement

Path to Balance recognises that inclusive practice is an ongoing process.

Equality, diversity and inclusion will be considered through:

- supervision;
- reflective practice;
- CPD;
- client feedback;
- governance reviews;
- policy reviews.

Learning identified through these processes will be used to improve services wherever appropriate.

11. Related Policies and Documents

This policy should be read alongside:

- Counselling Agreement
- Privacy Notice
- Complaints Policy

- Safeguarding Policy
 - Clinical Risk Management Policy
 - Lone Working and Personal Safety Policy
 - Data Retention and Record Management Policy
 - Registration Form
 - Initial Assessment
 - Clinical Governance Register
 - CPD Log
 - Reflective Practice Log
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12. Policy Review

This policy will be reviewed annually or sooner if:

- legislation changes;
 - BACP guidance changes;
 - learning from supervision or complaints indicates improvements;
 - practice procedures change.
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Dr Amber Gintare Andrews

Path to Balance