



Accessibility Policy

Policy Statement:

Intersection Therapy & Advocacy is committed to providing accessible and inclusive therapy services to individuals of all backgrounds, abilities, and needs. Accessibility is a fundamental aspect of delivering effective therapy. This policy outlines the commitment to promoting accessibility and inclusivity in therapy services.

Accessible Communication:

Communication Channels: Multiple communication channels to connect with clients are available, including email, phone, and video conferencing platforms. Clients are encouraged to choose the communication method that suits their accessibility needs.

Communication Support: Upon request, we will provide communication support services, such as sign language interpreters or captioning, to ensure that individuals with diverse communication needs can fully participate in therapy sessions. Additional fees may unfortunately apply. Any additional fees for communication support services will be discussed and agreed upon before starting with therapy services.

Augmentative and Alternative Communication (AAC) Accessibility: We are committed to fostering an inclusive environment for individuals using Augmentative and Alternative Communication (AAC) systems. Please talk to your therapist about how you'd like to utilize your AAC systems therapy sessions.

Clear Communication: We strive to maintain clear and open communication with our clients. This includes providing information about our services in plain language and ensuring that clients have a full understanding of the therapeutic process, their treatment options, and any related considerations.

Accessible Technology:

Platform Accessibility: We select and utilize online therapy platforms (Jane App Software) and tools that prioritize accessibility. These platforms are chosen to accommodate individuals with disabilities, including those who use screen readers or assistive technology.



Web Accessibility:

Website Accessibility: Our website is designed with accessibility in mind. We adhere to recognized web accessibility standards to provide an inclusive online experience for all visitors, including those with disabilities.

Alternative Formats: We are committed to providing information in alternative formats upon request. Clients who require information in a specific format, such as large print, should contact us (support@intersectiontherapy.ca) to request these accommodations.

Client Support:

Accessibility Inquiries: Clients with questions or concerns regarding accessibility are encouraged to reach out to support@intersectiontherapy.ca. We are dedicated to addressing any accessibility-related inquiries promptly and providing suitable accommodations when necessary.

Physical Accessibility In-Person: Our therapy space is located at 1940 Lonsdale Avenue, Suite 210. It is located within a medical building that has ramps, accessible parking, and elevators for accessibility by wheel-chairs or other assistive devices.

Bathrooms On-Site: Clients should be aware that the bathrooms at our current location are gendered (male/female), but are single occupancy rooms.

Respect for Diverse Mental Health Experiences: We recognize and respect the diversity of mental health experiences among our clients, including neurodivergence. Our approach involved engaging with each individual with empathy, understanding, and a commitment to providing person-centered care that takes into account the unique challenges and strengths of each person.

Feedback and Improvement: We value feedback from our clients regarding their accessibility experiences. Client feedback helps us identify areas for improvement and refine our accessibility policies and practices.

Legal Compliance:

Intersection Therapy & Advocacy complies with all applicable laws and regulations related to accessibility, including those outlined in the *British Columbia Accessibility Act* and other relevant legislation.



Unmet Accessibility Needs:

Although we strive for full accessibility, if you have unmet accessibility needs, please contact us through the following methods:

- Email: support@intersectiontherapy.ca
- Phone: 1.604.757.5158
- Website: www.intersectiontherapy.ca

We apologize that we were unable to be proactive in meeting this need. We are dedicated to promoting accessibility and inclusivity in our online therapy practice and aim to create a supportive and accommodating environment for all clients.

Client Education:

Clients are encouraged to engage in open dialogue and proactive communication with their therapists regarding this policy to ensure that their unique needs, preferences, and concerns are addressed in therapy.

Updates and Amendments:

Clients will be informed of any updates or amendments to this policy, including how changes will be communicated and the effective date of any policy revisions.

Policy Review:

This policy may be subject to periodic review and updates to ensure its effectiveness and alignment with our commitment to providing quality online therapy services.

Last Updated: July 2024