



Making Special Memories With Special Families

Accessibility & Inclusion Policy

1. Purpose of this Policy

The Special Lioness is committed to creating safe, joyful, and fully inclusive environments for disabled and life-limited children, their siblings, parents, carers, volunteers, and visitors. Accessibility and inclusion are at the heart of everything we do. This policy outlines how we ensure our activities, events, and spaces are welcoming, respectful, and accessible to all.

2. Our Commitment

We believe every family deserves to feel seen, valued, and included. We will:

- Remove barriers that prevent participation
- Design activities with accessibility in mind from the outset
- Celebrate diversity in all its forms
- Treat every individual with dignity, respect, and compassion
- Listen to families and adapt our services based on their needs
- Ensure volunteers understand and uphold inclusive practice
- Provide safe, sensory-considered environments
- Promote equality of opportunity for all

We do not tolerate discrimination, exclusion, or unfair treatment.

3. Who This Policy Applies To

This policy applies to:

- All volunteers
- Trustees
- Families accessing our services
- Visitors, partners, and contractors
- Anyone representing The Special Lioness

4. Accessibility Principles

We commit to making our services accessible by:

4.1 Physical Accessibility

- Choosing venues that are wheelchair-accessible
- Providing accessible toilets wherever possible
- Ensuring clear pathways and safe movement around spaces
- Offering seating options and rest areas
- Providing quiet or low-stimulus spaces for those who need them

4.2 Sensory Accessibility

- Designing sensory-considered environments
- Offering sensory-friendly sessions and adaptations
- Providing ear defenders, fidget items, or low-stimulus alternatives where possible



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- Allowing families to bring their own sensory or medical equipment

4.3 Communication Accessibility

- Using clear, plain language in our communications
- Offering visual supports where appropriate
- Ensuring volunteers communicate respectfully and patiently
- Providing information in alternative formats on request

4.4 Financial Accessibility

- Keeping activities low-cost or heavily subsidised
- Offering funded places where possible
- Ensuring no family is excluded due to financial hardship

5. Inclusion Principles

We will:

- Welcome families from all backgrounds, cultures, and identities
- Respect different communication styles, behaviours, and needs
- Ensure siblings are included and supported
- Promote a culture of kindness, patience, and understanding
- Challenge stigma, discrimination, or exclusion
- Encourage families to share their needs without judgement

6. Children with Complex or Life-Limiting Conditions

Many children who attend our events have significant medical or care needs. We will:

- Encourage families to share relevant information to help us support them
- Provide safe spaces for medical equipment and care routines
- Respect each family's expertise in their child's needs
- Avoid undertaking medical procedures unless trained and authorised
- Call emergency services when required

Families remain responsible for their child's specialist medical care unless otherwise agreed.

7. Volunteer Responsibilities

Volunteers play a vital role in creating inclusive environments. Volunteers must:

- Treat all families with dignity and respect
- Follow this policy and all related procedures
- Ask for guidance when unsure
- Report accessibility concerns or barriers
- Support families in a non-judgemental, compassionate way
- Promote a welcoming atmosphere for everyone

8. Feedback & Continuous Improvement

We welcome feedback from families and volunteers about accessibility and inclusion.

We will:



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- Review feedback regularly
- Adapt our services based on community needs
- Update our practices as our charity grows
- Learn from incidents, concerns, or barriers identified

9. Complaints

Any concerns about accessibility or inclusion will be taken seriously and handled in line with our Complaints & Feedback Policy.

10. Review of Policy

This policy will be reviewed annually by the Board of Trustees or sooner if:

- Our services change significantly
- New accessibility needs emerge
- Legislation or best practice changes