

What are Reasonable Adjustments?

Reasonable adjustments are simple changes we can make to the way we deliver our service that can make it more accessible for everyone.

It can be difficult to know which reasonable adjustments could benefit you until you attend the centre. You can let us know about the adjustments you need at any time and can make changes to your adjustments. We understand that some days you may need more adjustments than others.

How can I request Reasonable Adjustments?

When you know what adjustments you would like to request, or if you would like to talk about your Reasonable Adjustments you can do so by:



If you have been assigned an Advisor, you can email them.
If you haven't you can email **adults@adhdandautism.org**

If you have been assigned an Advisor, you can request a call.
If you haven't you can call **020 4568 4629**



If you have been assigned an Advisor, you can text them.

If you have been assigned an Advisor, you can let them know at an appointment.



Preparation

Before you arrive, we can send you information, answer questions you might have, and support you to prepare for your appointment or group.



Photos of
CAAS



Photos of the staff
you will meet



A tour of
CAAS



Reminders of your
meeting or group



We can give you a 5-minute window to arrive to minimise the amount of time you will spend waiting for a group or meeting.



Meet you in the
lobby on your
first meeting.



"What to
expect" guide



Other
If you have
other requests
let us know



Travel advice &
help planning
a route to the
centre

Communication

Method and Preference

Let us know how and when you would like to be contacted.



By phone



By video call
Teams, Zoom, Whatsapp



In-person
meeting



By email



By text or
Whatsapp



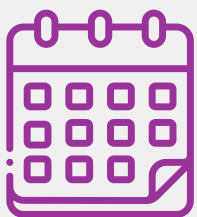
Warning
before we call



Morning only
Afternoon only
Evening only



Reminders
before
appointment



Appointments
around your
schedule



Other
If you have
other requests
let us know

Movement

We understand an hour can be a long time to sit in one spot. You do not need to ask for these- feel free to let us know you need to move around.



Movement breaks

A chance to move around during an appointment or group.



Fidgeting/ Stimming

You are welcome to move around as you need to.



Fidget/Stim toys

Bring your own or borrow ours.



Other

If you have other requests let us know



Change of scenery

If you need to step outside the Adult Hub to regulate during groups or appointments you are welcome to.

Sensory Differences

Let us know how we can support your sensory differences.



The Adult Hub has **warm lightbulbs** rather than blue light.



Quiet Space
The Adult Hub has a quiet "pod" which is free during groups.



You will not be asked to remove **ear defenders, headphones, or earplugs.**



You will not be asked to remove **tinted glasses or sunglasses.**



We have a limited number of **weighted lap pads** you can borrow.



Sensory Breaks
You can step away or regulate yourself during appointments.



Other
If you have other requests let us know



Fidget/Stim toys
Bring your own or borrow ours.

Accessing Information- Visual and Written

We don't often give out paperwork; most of our written information is sent via email. If you require printouts please let us know.

AAA

Large print or
large font
emails



Coloured paper
or coloured
emails



Easy read
documents or
emails

abcdef
abcdef

Font options to
suit your needs.



Printed
information
only



Digital
information
only



Information given
with images where
possible



Other
If you have other
requests, let us know

Accessing Information- Verbal and Auditory

We will talk to you, and you to us, during our sessions. If you need support with communicating let us know.



Processing Time

We will, as standard, give everyone extra time to think. If you need longer let us know.



Decision Making

You can have time to go away and make decisions, and let us know when you are ready.



AAC / Nonspeaking

If you are non-speaking or use apps to support your communication let us know.



Visual Plan/ Agenda

We can provide a visual plan for appointments and groups.



Written Information to Support Communication

We can write things down for you as we go through the meeting.



Summary of the Session

We will email you a summary of 1:1 appointments.



Focusing

If you need support keeping focussed and on task during meetings let us know how we can support you to do that.



Slow down

If you need us to slow down, pause, repeat, or rephrase something let us know.



Other

If you have other requests let us know.

Other

Is there anything else you need?



Mask

If you would like to wear a mask whilst in the centre you can.



Frequent toilet breaks

If you need frequent toilet breaks during an appointment or group.



Dietary Requirements

For groups- please let us know if you have allergies or dietary requirements.



Traffic Light/ Colour Engagement System

A visual cue for groups and appointments so you can let us know how you wish to interact.



If there is anything not included in this list that would support your access to our groups, appointments, and services please let us know.