Policy · CON-POL-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 1.5

1. Purpose

To make sure every person can access emergency and routine care without discrimination on any ground, and that reasonable adjustments are made [E-006, E-009].

2. Scope

All staff and all people who seek care at the facility, including people in emergency.

3. Responsibilities

Role	Responsibility
chief executive	Owns the policy and its enforcement.
patient representative	Receives reports of unequal access.

4. Procedure

- Emergency care is never delayed because of a person’s status, identity, ability to pay or other protected characteristic [E-009].
- Ask each patient whether they need a reasonable adjustment (language, mobility, sensory, communication) at admission [E-006].
- Record each adjustment on CON-FRM-002 and share it with the team [EC].
- Report any discrimination through INC-POL-002 within one working day [EC].

5. Records

CON-FRM-002 reasonable adjustments record.

6. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2.
E-009	ASF Expert Committee consensus.

7. Change history

Version	Date	What changed	Approval
1.0	—	First approved version	Approved by the ASF Expert Committee

E-learning for this document

- Equity, Diversity & Inclusion in Healthcare (EDI-001)
- **Language Access & Communication Standards** (LANG-001)
- **Refugee & Migrant Health Standards** (REF-001)
- **Care & Treatment: Clinical Standards for Accreditation** (H-04)
- **Clinical & Medical Care in Long-Term Care** (LTC-04)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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