INCLUSIVE FITNESS

Accessibility in your facility starts with a team committed to creating an inviting, affirming experience for all. Proactive communication helps your staff to deliver better support for your members. Use the questions to guide member-centered interactions and encourage open dialogue about individual needs and preferences.

GUIDING QUESTIONS:

1. **"How can we best support you today?"**
   This simple, open-ended question conveys a sincere desire to support member needs.

2. **"Are there any adjustments we can make to improve your experience?"**
   Emphasizes making the environment comfortable and accessible, without suggesting the person may be incapable or in need of assistance.

3. **"We want to make sure you have what you need. Is there anything you'd like us to know?"**
   Centers the conversation around the member's preferences, providing a safe space for them to share information without pressure.

4. **"Would you like to clarify any specific needs or preferences you may have?"**
   Clearly signals that staff are comfortable discussing accessibility while leaving the decision to disclose up to the individual.

5. **"Let us know how we can best support your experience here."**
   This approach welcomes feedback and encourages ongoing dialogue.

COMMUNICATION REMINDERS:

- **Use Person-Centered Language:** Place the individual at the center of the interaction, letting them lead the conversation about their needs and preferences.
- **Respect and Inclusivity:** Approach each interaction with empathy and an assumption of capability, focusing on how you can help them achieve their goals.
- **Empowerment and Autonomy:** Allow members to communicate their needs on their own terms. Avoid making assumptions or presuming limitations.