



ACCESSIBILITY – CUSTOMER SERVICE POLICY

Number: HR-017
Title: Accessibility – Customer Service Policy
Owner: Human Resources

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Effective Date: April 2010
Reviewed Date: October 2016

Policy

This policy is aligned with the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005, (the Act) and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service. The Barrie & Community Family Health Team (BCFHT) is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equality of opportunity.

The BCFHT will align its procedures with the Act which will include, but may not be limited to:

1. Communication

The BCFHT communicates with people with disabilities in ways that take into account any known disabilities.

2. Use of Assistive Devices and Support Animals

The BCFHT supports persons with disabilities to use their assistive devices and support animals when accessing services that are offered by the BCFHT.

3. Support Persons

The BCFHT welcomes support persons who accompany people with disabilities. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on BCFHT premises.

4. Accessibility Training

All persons employed by the BCFHT, contracted by the BCFHT and performing volunteer work for the BCFHT are trained on the Act and the implementation of its standards.

5. Feedback

The BCFHT supports feedback on how well or not well the organization does in providing customer service to people with disabilities, and comments will be accepted through a variety of mechanisms. Reference HR-022 Accessibility - IAS Policy for more information.



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6. Notice of Temporary Disruption

The BCFHT provides clients with notice in the event that a planned or unexpected disruption occurs in regards to services provided to people with disabilities.

Reference

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm