

## **Accessible Customer Service Plan**

**Policy Name:** Providing Goods and Services to People with Disabilities

**Value Statement:** The Windsor Family Health Team (Windsor FHT) is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities attending the Windsor FHT, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at all entrances to the Jackson Park Health Centre and on our corporate website.

### **Training for staff**

The Windsor FHT will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: all employees.

This training will be provided to all new staff within two weeks of their start date. An annual refresher will be provided for existing staff.

Training will include:

- Watching the AODA sponsored Access Forward presentation and passing the customer service test.
- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Windsor FHT's accessible customer service plan
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use on-site equipment and devices that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Windsor FHT's goods and services. Staff will also be trained when changes are made to your accessible customer service plan

### **Feedback process**

Customers who wish to provide feedback, positive or negative, on the way the Windsor FHT provides goods and services to people with disabilities can file a concern through our Public Concern Resolution Process posted in our waiting room, leave a positive comment in the client feedback box in the waiting room, speak directly with a staff member or call and request to speak with management. All feedback will be directed to the executive director.

Customers can expect to hear back in ten (10) business days if they have provided contact information.

### **Modifications to this or other policies**

Any policy of the Windsor FHT that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Last revised April, 2017