



Family Health Team

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Purpose: To outline Village FHT's plan to provide accessible service to its patients. Village FHT is committed to excellence in serving all people including people with disabilities.

Policy:

Village FHT will ensure that its staff is trained and familiar with various assistive devices on site. Village FHT will communicate with people with disabilities in ways that take into account their disability. Village FHT welcomes people with disabilities and their service animals. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises and into exam rooms, based on the wish of the patient.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as the public washroom, adjustable exam table, Wheel Trans stop or automatic door opener, Village FHT will notify patients 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 on our website and at the front door to the clinic.

Village FHT will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf. This training will be provided to staff within 3 months of joining Village FHT.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Village FHT's plan related to the customer service standard.
- 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 the adjustable exam table
- What to do if a person with a disability is having difficulty in accessing any aspect of our clinic operations.

Staff will also be trained when changes are made to its Accessible Customer Service Plan.

Customers who wish to provide feedback on the way Village FHT provides services to people with disabilities can contact the Executive Director via telephone 416 599 8348 ext 8024, through the website or in person. They may also speak to their family physician.

All feedback, including complaints, will be acknowledged within 2 business days.

Village FHT will notify the public that its policies are available upon request by posting this information on its website.

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