

Upper Canada

Family Health Team

Statement of Principles regarding Accessibility

Providing Goods and Services to People with Disabilities

The Upper Canada Family Health Team is committed to excellence in serving all clients including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by clients 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 clients with disabilities **at 5 Home St, The Upper Canada Family Health Team** will notify clients 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 **The Upper Canada Family Health Team location at 5 Home St.**

Training for staff

The Upper Canada Family Health Team will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

All clinical staff and management personnel will receive training with respect to our Accessibility policy.

This training will be provided to staff within two weeks of their hire, and refresher training will be provided at regular intervals.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **The Upper Canada Family Health Team'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
- What to do if a person with a disability is having difficulty in accessing **The Upper Canada Family Health Team's** goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Clients who wish to provide feedback on the way **The Upper Canada Family Health Team** provides goods and services to people with disabilities can request a copy of our feedback form at the reception desk. If you require assistance completing the form, or you require the form to be provided in an accessible format, please do not hesitate to ask. All feedback will be directed to **Sherri Hudson, Executive Director**. Patients can expect to hear back within twenty business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of **The Upper Canada Family Health Team** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.