



Policy And Procedure	
Title: <b>Accessibility Standards For Customer Service</b>	Category: <b>Human Resources</b>
Effective Date: April 26, 2018 April 26, 2020, October 2023	Next Review: October 2026
Author: Executive Director	Reviewing Body: Board of Directors FHT, FHN

## Policy

This policy is aligned with the requirements set out in the *Accessibility for Ontarians with Disabilities Act 2005* and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service. The Niagara North Family Health Team is committed to providing welcoming and accessible service to all persons, including those with disabilities, in a manner that respects independence, dignity, integration and equality of opportunity.

For this policy, the term Niagara North Family Health Team includes both associated Family Health Organizations Networks (FHOs) as well as the Niagara North Family Health Team (inter-disciplinary health professionals).

## Scope

Consistent with the Accessibility for Ontarians with Disabilities Act (AODA), this policy responds to the requirement for compliance to Accessibility Standards for Customer Service regulation, as well as NNFHT's commitment to excellence in service delivery.

### *Communication*

The Niagara North Family Health Team communicates with people in ways that take into account any known disabilities.

### *Use of Assistive Devices and Support Animals*

The Niagara North Family Health Team supports individuals with disabilities in the use of their own assistive device(s) and support animals when accessing services that are offered by the Family Health Team. These may include but are not limited to technology, phones, wheelchairs, walkers, electronic scooters, canes etc.

### *Support Persons*

The Niagara North Family Health Team 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 at any of the sites of the Niagara North Family Health Team.

### *Accessibility Training*

All persons employed, contracted or volunteering with the Niagara North Family Health Team will be trained on the AODA and implementation of its standards as well as our policies related to these standards. Staff and volunteers will also be trained on how to interact and communicate with people with various types of disabilities.

### *Feedback*

The Niagara North Family Health Team supports feedback on how well or not well the organization does in providing customer service to people with disabilities. Comments can be made using the feedback form on our website, sending an email to [gcfht@niagaranorthfht.ca](mailto:gcfht@niagaranorthfht.ca) or by contacting our Executive Director on the phone at 905-988-9617 ext 229.

### *Notice of Temporary Disruption*

In the event of a planned or unexpected disruption of service which will affect patients with disabilities, the Niagara North Family Health Team will notify its patients promptly. This notice will be clearly posted and will include information about the reason for disruption, the duration and any alternatives if possible.

### **Reference**

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)