

**MOUNT FOREST FAMILY HEALTH TEAM
PATIENT CARE MANUAL**

AODA CUSTOMER SERVICE POLICY

Version No: 1

Preamble

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by MFFHT shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal An animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

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2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

Any member of the College of:

- Audiologists and Speech-Language Pathologists of Ontario;
- Chiropractors of Ontario;
- Nurses of Ontario;
- Occupational Therapists of Ontario;
- Optometrists of Ontario;
- Physicians and Surgeons of Ontario;
- Physiotherapists of Ontario;
- Psychologists of Ontario; or
- Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog As reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Provision of Goods and Services to Persons with Disabilities

MFFHT will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by MFFHT. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable

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measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Exclusion Guidelines If a guide dog, service animal or service dog is excluded by law (see applicable laws below) MFFHT will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Use of Support Persons

If a customer with a disability is accompanied by a support person, MFFHT will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations MFFHT will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Where MFFHT requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment MFFHT will not charge the support persons any fees or fares.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of MFFHT. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use MFFHT's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable;

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- reason for the disruption;
- anticipated duration; and
- a description of alternative services or options.

When disruptions occur MFFHT will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the MFFHT website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment;
or
- by any other method that may be reasonable under the circumstances.

Customer Feedback

MFFHT encourages customers to provide feedback on the service provided to customers with disabilities. Information about the feedback process is readily available to all customers and notice of the process is made available by posting information in the waiting room and on our website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email) are available upon request.

Customers can submit feedback to:

Executive Director

519-323-0255

525 Dublin Street, Mount Forest ON N0G 2L3

strivers@mountforestfht.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any MFFHT employee.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training is provided to:

- every person who is an employee of, or a volunteer with, the MFFHT.
- every person who participates in developing the provider's policies.
- every other person who provides goods, services or facilities on behalf of the provider.

Regardless of the format, training will cover the following a review of the :

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:

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- use assistive devices;
- require the assistance of a guide dog, service dog or other service animal; or
- require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- MFFHT's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

MFFHT will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors (insert when such as, during orientation). Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Effective Date: January 1, 2017

Approval Date: August 24, 2017

Approved By: Suzanne Trivers, Executive Director

Review Due By: January 1, 2018