



CATEGORY: Human Resources POLICY NO. : DRFMC 010

SUBJECT: **Accessibility Standards for Customer Service** Pages: 2

APPROVED BY: Lead Physician, Dr. Tom Tobin DATE: November 28, 2011
Clinic Operations Manager, Kevin McGuirk

Policy Statement:
Providing Goods and Services to People with Disabilities

Our Mission:
The Dawson Road Family Medical Clinic provides high quality collaborative patient care in a supportive and respectful environment through teamwork and the efficient use of resources.

Our Commitment:
In fulfilling our mission, DRFMC strives to provide its healthcare services in a way that respects the dignity and independence of people with disabilities. The Clinic is committed to giving people with disabilities the same opportunity to access our services affording them the same benefits, in the same place and in a similar way as other people/patients.

Providing Goods and Services to people with disabilities:
DRFMC is committed to excellence in providing services to all, including those with disabilities and will carry out these services in the following areas

- a) Communication - we will effectively communicate with our patients with disabilities taking into account their respective disability. Our staff will be trained in applying communication tools and best practices, in dealing effectively with people/patients with disabilities.
- b) IT/Telephone – our staff are trained in applying effective telephone best practices, modified to address a patient disability. The Clinic provides email and webpage access to effectively communicate with people/patients experiencing a disability.
- c) Assistive Devices – we are committed to providing service(s) to patients who use assistive devices (ie. wheelchair, walkers, electronic scooters, canes, service animals).

- d) Service Animals and Support Persons – we are committed to welcoming people with disabilities who are accompanied by a support individual or a service animal. At no time will a patient requiring support services be prevented from access to the Clinic.
- e) Notice of Disruption of Service – the clinic will provide appropriate notice, and utilize signage, email and webpage alerts in the event of a service disruption. Notices will be prominently displayed at the Clinic and building entrances.
- f) Training for Staff – DRFMC will provide on-going training to all employees who deal with the public or other third parties on their behalf, and all those involved in the development and approvals of customer service policies, practices and procedures. Training will include a working knowledge of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- g) Complaints/Feedback – Complaints and feedback may be directed to the Clinic Operation Manager.
- h) Questions about this Policy – this policy exists to achieve service excellence to people/patients with disabilities. If you have a question about the policy please direct your enquiries to the Clinic Operations Manager.