

Accessible Customer Service Plan Policy

Our Commitment

The Halton McMaster Family Health Centre (HMFHC) and the Burlington Family Health Team (BFHT) is an organization whose mission is to provide comprehensive quality health care and education to our communities and optimizing health care delivery through reflective and pioneering practices. In fulfilling this mission, HMFHC/BFHT strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are committed to providing people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other members of the public.

Providing goods and services to people with disabilities

HMFHC/BFHT is committed to excellence in serving all customers including people with disabilities.

1. Communication

HMFHC/BFHT will communicate with people with disabilities in ways that take into account their disability.

2. Assistive Devices

HMFHC/BFHT will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by patients with disabilities while accessing our services.

3. Service animals and Support persons

HMFHC/BFHT is committed to welcoming people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

HMFHC/BFHT is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter HMFHC/BFHT premises with his or her support person.

4. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for patients with disabilities HMFHC/BFHT 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.

This notice will be made publicly available at the following locations:

- Phone greeting
- Entranceway

5. **Training**

HMFHC/BFHT will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, practices and procedures related to the provision of our goods and services.

Staff will be trained on Accessible Customer Service within 2 weeks after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
- HMFHC/BFHT's plan related to 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 equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: walker, wheelchair, cane, oxygen.
- What to do if a person with a disability is having difficulty in accessing HMFHC/BFHT's goods and services.

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

6. **Feedback process**

Patients who wish to provide feedback on the way HMFHC/BFHT provides goods and services to people with disabilities can provide feedback in the following way(s):

- Mail: Halton McMaster Family Health Centre/Burlington Family Health Team, c/o Joanne Pearson, 1221 Lakeshore Road, suite 103, Burlington ON L7S 0A1
- Telephone: 905-333-8222 extension 263 (Executive Director) or extension 271 (Clinic Manager).
- Patient Feedback form or Patient Comment Card.

All feedback, including complaints, will be handled in the following manner:

- All feedback forms will be directed to the Executive Director and/or Clinic Manager. Where possible, complaints will be addressed immediately. However, some feedback requires investigation and may require additional time to respond. HMFHC/BFHT will acknowledge feedback within 5 business days of receipt. The acknowledgement will indicate when you can

expect a response. HMFHC/BFHT will endeavour to provide a response in a format accessible to the customer.

7. Modifications to this or other policies

Any policy, practice or procedure of HMFHC/BFHT that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.