



2. FHC ORGANIZATION

AODA – ACCESSIBILITY FOR ONTARIO DISABILITY ACT 2.350

Reviewed and Approved by Heads of Service: July 13, 2011

INTRODUCTION

Flemingdon Health Centre strives at all times to provide equal treatment and equitable benefits of services and programs in a manner that respects the dignity and independence of people with disabilities.

The Centre's Statement of Commitment to providing accessible customer service gives guidance to the delivery of FHC services to people with disabilities, in compliance with requirements of provincial legislation. (Accessibility Standards for Customer Service, O. Reg. 429/07 established under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.)

This Statement applies to all Flemingdon Health Centre employees, volunteers, and third party contractors who deal with the public on behalf of the Centre, and those who are involved in FHC policy and program development.

Assistive devices

FHC employees, volunteers and third party contractors shall accommodate the use of personal assistive devices, which enable a person with a disability to access the Centre's services and programs. Assistive devices include and are not limited to: [GPS], mobility devices, personal oxygen tanks, mini pocket recorder and communication boards (eg. a Bliss board).

Assistive devices for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability.

Service animals

FHC employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities

who are accessing FHC services and programs unless the animal is otherwise excluded by law, such as food preparation areas as prohibited as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

A guide dog is defined in Section One of the Blind Persons' Rights Act. To be considered a service animal under the Customer Service Standard, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

Support persons

Where a person with a disability accessing FHC services or programs is accompanied by a support person, Centre employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person can be a paid support worker, volunteer, a friend or a family member.

Communication

When communicating with a person with a disability, FHC employees, volunteers and third party contractors shall do so in a manner that respects the person's disability.

Notice of service disruption

If there is a temporary disruption in the availability of services and programs used by persons with disabilities (e.g., temporary loss of elevator service), the centre shall notify the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, or the FHC website

(www.fhc-chc.com), broadcast via emails, as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

Training

Flemingdon Health Centre shall ensure that Centre employees and volunteers who deal with the public on behalf of the Centre, and those who are involved in Centre policy and program development receive training on accessible customer service.

Third party contractors who deliver goods and services on behalf of FHC are also required to ensure that they meet the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07, as provided.

Training includes information on the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07.

FHC AODA trained officers shall ensure that training records are maintained, including dates when training is provided and the number of employees who received training.

[Customer Service training can take various forms as a part of an orientation; or a separate training program. The training can be provided through handouts at an orientation session, a mandatory online module, in a classroom setting, or through other formats.]

Feedback

Flemingdon Health Centre shall ensure that every area that interacts directly with the public develops and publishes a process for receiving and responding to feedback about how services and programs are delivered to people with disabilities.

Public feedback may be provided in person, by telephone, in writing or by electronic means. Feedback received by the Centre shall be responded to, documented and tracked.

Documentation

Documentation that describes this Statement and accessibility requirements shall be maintained on the website and provided to individuals, upon request, in the appropriate format.

Legislative and administrative authorities

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005.

Accessibility Standards for Customer Service, O. Reg. 429/07.

Compliance Resources: Accessibility Standards for Customer Service, Ontario Reg. 429/07; Accessibility Directorate of Ontario

Compliance Manual, October 2008.

Guide to the Accessibility Standards for Customer Service, O. Reg. 429/07, January 2008.

Training Resource, February 2009.