

## **Accessibility – Customer Service Policy**

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### **PURPOSE**

This policy is aligned with the requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005*, (the Act) and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

### **POLICY**

The North Simcoe Family Health Team (NSFHT) is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration, and equality of opportunity.

The NSFHT will align its procedures with the Act which will include, but may not be limited to:

#### ***Communication***

The NSFHT communicates with people with disabilities in ways that consider any known disabilities.

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

The NSFHT supports persons with disabilities to use their assistive devices and support animals when accessing services that are offered by the NSFHT.

#### ***Support Persons***

The NSFHT 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 on NSFHT premises.

#### ***Accessibility Training***

All persons employed by the NSFHT, contracted by the NSFHT, and performing volunteer work for the NSFHT are trained on the Act and the implementation of its standards.

#### ***Feedback***

The NSFHT supports feedback on how well or not well the organization does in providing customer service to people with disabilities, and comments will be accepted through a variety of mechanisms including emailing [info@nsfht.ca](mailto:info@nsfht.ca) or contacting our Executive Assistant 705.526.7804.

#### ***Notice of Temporary Disruption***

The NSFHT provides clients with notice if a planned or unexpected disruption occurs in regard to services provided to people with disabilities.

#### **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)