




ADMINISTRATIVE MANUAL

Section K: Operation	Title: Accessibility of Services	Number: K-I-10
Sub Section I: Policy		Page: 1 of 3
Approved by: TFHT Executive Director: 		Approval Date: Sept. 11, 2013
TFHT Lead: _____		Sept. 11, 2013

Purpose

To ensure all Timmins Family Health Team programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

Policy Overview

These policies and procedures apply to all goods and services that are delivered by the Timmins Family Health Team by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all Timmins Family Health Team staff, volunteers, board members and third parties who deal with the public, on behalf of the Timmins Family Health Team.

Policy

The Timmins Family Health Team shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

I. Training

Training is required for those staff, board members, volunteers or third parties that interact with the public on behalf of the Timmins Family Health Team, or who are involved in developing policies, practices and procedures. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have an assistive device, service animal or support person, how to utilize assisted devices that are available on Timmins Family Health Team premises, and what to do if a person has difficulty accessing the Timmins Family Health Team Services.

The training will include the core principles of customer service as set out by the Timmins Family Health Team which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

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A training program consisting of a video self learning session will be implemented which will ensure compliance and meet the needs of various sites and employee groups. Records are to be kept indicating the date and training provided, and the number of individuals to whom it was provided. Third party organizations providing goods or services on behalf of the Timmins Family Health Team shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the *Accessibility for Ontarians with Disabilities Act*.

II. Service Animals and Support Persons

A person with a disability accompanied by a service animal is permitted to enter the Timmins Family Health Team premises unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the hospital shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the goods and/or services provided.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to all Timmins Family Health Team facilities. Some restrictions may apply where the service delivered would pose a threat to the well being of others or the support person. The Timmins Family Health Team will make an accommodation in these types of cases.

III. Notice of Temporary Disruptions

The Timmins Family Health Team will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the 6 sites and on the Timmins Family Health Team web site when appropriate. When the disruption is planned, advanced notice will be provided.

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IV. Feedback

Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services. An accessible simple to use system of providing feedback and complaints will be made available through a range of formats. Staff will make note of feedback given in person, verbally or in writing, online, by telephone, or any other means. A simple to use, accessible process for customers to provide feedback or complaints will be in place.

V. Responsible Executive

The program and policy shall be reviewed by the Management Team annually. The Executive Director shall appoint and direct the activities of the committee.

REVIEW / REVISION HISTORY

Date	Original Written by	Reviewed/ Revised by	Review Only	Comments / Modification
06-26-2013	Jen McLeod			