



Family Health Team

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

This plan is aligned with the requirements set out in the *Accessibilities 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.

Rapids Family Health Team (RFHT) is committed to promoting an accessible and inclusive environment for all persons accessing our services and facilities in ways that respects the dignity, independence, integration and equal opportunity of people with disabilities.

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

Communication

Rapids Family Health Team will communicate with people with disabilities in ways that take into account their disability.

As part of our service excellence, we will train RFHT team members who communicate with clients on how to interact and communicate with people with various types of disabilities.

Use of Assistive Devices

Rapids Family Health Team 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 customers with disabilities while accessing our goods or services.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons. We will notify customers of this through a notice posted on our premises and on our website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Rapids Family Health Team** will notify customers 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.

The notice will be placed at the main entrance of all **Rapids Family Health Team** sites and on our website.

Accessibility Training

Rapids Family Health Team will provide training to all 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, plans, practices and procedures related to the provision of our goods and services. Training will be provided in a way that is appropriate to the duties of such individuals.

Feedback Process

If you have a question, concern, comment or suggestion about our services or your treatment related to accessibility or otherwise, we encourage you to share this with us through a variety of mechanisms including, but are not limited to, emailing humanresources@rapidsfhteam.ca, using our suggestion box in the main lobby, contacting our Executive Director verbally in person or via telephone at 519-339-8949 or through our website Contact Us section.

Feedback offers us an important opportunity to learn from your experiences and assist us with improving our services. All feedback will be collected and analyzed by the Executive Director. If requested, you can expect to hear back in five (5) business days.

Questions about this plan

This plan exists to achieve service excellence and accessibility for persons with disabilities. If anyone has questions or concerns about the plan, or the purpose of the plan is not understood, an explanation will be provided by:

Executive Director, Rapids Family Health Team
519-339-8949
humanresources@rapidsfhteam.ca

Reference

<https://www.ontario.ca/laws/statute/05a11>