

<b>Section: Workplace Policies</b>	Policy Number: C-6
<b>Subject: AODA Customer Service Standard</b>	Effective Date: Jan. 1, 2012
	Revision Date: Nov. 15, 2011
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## **AODA Customer Service Standard**

### **Purpose:**

The purpose of this policy is to establish Maple Family Health Team's accessibility standards for customer service, particularly for persons with disabilities.

### **Policy:**

- (1) Maple will provide services in a manner that respects the dignity and independence of persons with disabilities.
- (2) The provision of services to persons with disabilities will be integrated unless an alternate measure is necessary to allow a person with a disability to obtain, use or benefit from services or healthcare.
- (3) When communicating with a person with a disability, representatives of Maple shall take into account the person's disability.
- (4) Upon request, Maple will make available the following documents in a manner which will take into consideration a person's disability:
  - a. Maple's Statement of Commitment Regarding Persons with Disabilities,
  - b. This policy, and
  - c. An outline of Maple's employee Accessible Customer Service training plan.

### **Use of Service Animals and Support Persons:**

- (5) Maple is committed to welcoming people with disabilities who are accompanied by a support person.
- (6) Maple is committed to welcoming people with disabilities who are accompanied by a service animal. Service animals must be in uniform, be easily recognized as a service animal, or have acceptable documentation identifying them as a service animal.

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**Training:**

- (7) Maple will ensure that employees, physicians, contract workers, residents, students, business associates and volunteers receive training about the provision of services to persons with disabilities.
- (8) Training will include how to interact and communicate with persons with various types of disability, how to interact and communicate with persons who use assistive devices or require the assistance of a service animal or the assistance of a support person, and how to use available equipment or devices that may be used as an assistive device.

**Feedback Process:**

- (9) Patients or other members of the public may provide feedback to Maple about the manner in which it provides services to persons with disabilities through the Accessibility Officer. The contact information for the Accessibility Officer will be available via postings on the premises or on the Maple Family Health Team website.
- (10) In all cases, when a response is requested or required, Maple will respond to the individual within 30 days of the receipt of the request.

**Format of Documents:**

- (11) When providing documents to a person with a disability, Maple shall take their disability into consideration when determining the format of the document.