

## Statement of Commitment Regarding Persons with Disabilities

Maple Family Health Team's (Maple's) goal is to provide services in a way that is inclusive of all persons and treats all members of the community in an equitable manner.

In working toward this goal, Maple will strive to provide support for, and facilitate the accommodation of individuals with disabilities so that all may share the same level of access to Maple's services. Maple will work to eliminate or minimize the adverse effects of barriers, including attitudinal, structural, technological, systemic and/or communication barriers that may prevent the full participation of individuals with disabilities.

Maple will strive to educate its employees on how barriers can be minimized to provide services to persons with disabilities.

Maple will strive to remain open to suggestions concerning the ways in which we can provide services to our patients.

Patients requiring more information about our commitment to Maple's Accessibility Standard for Customer Service may request the following documents from their clinic, or find them on our website [www.maplefht.ca](http://www.maplefht.ca).

This document, the Statement of Commitment Regarding Persons with Disabilities

Maple's AODA Customer Service Standard Policy

Maple's guidelines on our Customer Service Standard Training program.

**Any questions, concerns or complaints about our accessibility of services may be directed to the Accessibility Officer in any of the following ways:**

**Via e-mail:**  
[HR@maplefht.ca](mailto:HR@maplefht.ca)

**By phone:**  
613-531-5888 ext. 103

**By mail:**  
Accessibility Officer  
Maple Family Health Team  
1036 Princess St, Unit D2  
Kingston, ON K7L 1H2