

<i>City of Kawartha Lakes Family Health Team</i>	HR 045
Section: Human Resources Manual	Date Adopted:
Subject: AODA Customer Service Standard	Date Revised:
Approved:	Forms: Number of pages: 2

Purpose:

The purpose of this policy is to establish City of Kawartha Lakes Family Health Team’s accessibility standards for customer service, particularly for persons with disabilities.

Policy:

1. CKLFHT 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 shall 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 CKLFHT shall take into account the person’s disability.
4. Upon request, CKLFHT shall make available the following documents in a manner which shall take into consideration a person’s disability:
 - a) CKLFHT’s Statement of Commitment Regarding Persons with Disabilities;
 - b) This policy; and,
 - c) An outline of CKLFHT’s Employee Accessible Customer Service training plan.

Use of Service Animals and Support Persons:

5. CKLFHT is committed to welcoming people with disabilities who are accompanied by a support person.
6. CKLFHT 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.

Training:

7. CKLFHT shall ensure that employees, volunteers and contract workers receive training about the provision of services to persons with disabilities.

8. Training shall 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 about the manner in which CKLFHT provides services to persons with disabilities verbally, by phone (705) 328-9853, via email to the Finance/HR Manager or submit a complaint using the City of Kawartha Lakes Family Health Team's public complaint process. All feedback shall be directed to the Finance/HR Manager.

10. In all cases, when a response is requested or required, the Finance/HR Manager shall respond to the individual within 10 days of the receipt of the request.

Format of Documents:

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