



Accessibility Standard For Customer Service Plan



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The Leeds, Grenville & Lanark District Health Unit is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site, or that we provide, which may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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, unless the animal is otherwise excluded by law from the premises.

If the service animal or guide dog is excluded by law from the premises, the Health Unit will look to other available measures to enable the person with a disability to obtain, use or benefit from the Health Unit's goods and services.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Leeds Grenville & Lanark District Health Unit 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 relevant Health Unit offices and/or service delivery sites and posted on our web site.

Training

The Leeds Grenville & Lanark District Health Unit will provide training to 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.

All Health Unit Staff will be trained.

This training will be provided to staff during their initial orientation and as an annual refresher.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Leeds Grenville & Lanark District Health Unit's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the TTY when available
- What to do if a person with a disability is having difficulty in accessing the Leeds Grenville & Lanark District Health Unit's goods and services

Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way the Leeds, Grenville & Lanark District Health Unit provides goods and services to people with disabilities can email Webmaster@healthunit.org or provide verbal feedback by calling 1-800-660-5853.

All feedback, including complaints, will be directed to management staff in the Quality, Information and Standards Department.

Customers can expect to hear back in 5 days.

Notice of availability

The Leeds Grenville & Lanark District Health Unit will notify the public that our policies are available upon request by posting them on our web site.

Modifications to this or other policies

Any policy of the Leeds Grenville & Lanark District Health Unit that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.