

AODA - Customer Service Policy

Intent

All goods and services provided by the clinic will follow the principles of dignity, independence, integration, and equal opportunity.

This policy meets the requirements of the customer service standards included in the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Definitions

Assistive device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank, and that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Disability: As defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- ▶ Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- ▶ A condition of mental impairment or a developmental disability;
- ▶ A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- ▶ A mental disorder; or
- ▶ An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide dog: A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Service animal: A service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:
 - ▶ College of Audiologists and Speech-Language Pathologists of Ontario;
 - ▶ College of Chiropractors of Ontario;
 - ▶ College of Nurses of Ontario;
 - ▶ College of Occupational Therapists of Ontario;
 - ▶ College of Optometrists of Ontario;
 - ▶ College of Physicians and Surgeons of Ontario;
 - ▶ College of Physiotherapists of Ontario;
 - ▶ College of Psychologists of Ontario; or
 - ▶ College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Guidelines

The Provision of Goods and Services to Persons with Disabilities

Medical Associates of Port Perry will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- ▶ Ensuring that all patients receive the same value and quality;
- ▶ Allowing patients with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this

does not present a health and safety risk;

- Using alternative methods when possible, to ensure that patients with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the patient's disability.

The Use of Assistive Devices

Customer's Own Assistive Devices

People with disabilities may use their own assistive devices as required when accessing goods or services provided by the company. In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

Guide Dogs and Service Animals

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

Food Service Areas

A customer with a disability who is accompanied by guide dog or service animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Care and Control of the Animal

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies and Other Health and Safety Concerns

If a health and safety concern present itself, for example, in the form of a severe allergy to the animal, Medical Associates of Port Perry will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the Human Rights Code and the Occupational Health and Safety Act, each customer's accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, Medical Associates of Port Perry will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

Notice of Disruptions in Service

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Medical Associates of Port Perry. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Training

Training will be provided to:

- Every employee or volunteer;
- Every person who participates in developing the policies of Medical Associates of Port Perry; and

- Every other person who provides goods, services, or facilities on behalf of Medical Associates of Port Perry.