

CFFM CI Customer Service Standards Policy

Mission

The Centre for Family Medicine Care Innovations (CFFM CI) is committed to providing a safe, healthy and supportive work environment by treating our employees and patients with respect, fairness, and sensitivity.

Purpose

To establish guidelines to ensure all CFFM CI services are accessible to our patients and staff in accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, established by the Accessibility for Ontarians with Disabilities Act, 2005.

Commitment

CFFM CI is committed to providing a safe, healthy and supportive work environment by treating every employee, customer, job applicant, and other stakeholder with respect, fairness, and sensitivity. CFFM CI is committed to meeting the needs of all stakeholders with disabilities in a timely manner that respects the dignity and independence of persons with disabilities, and continuing to remove and prevent barriers to accessibility and by meeting accessibility requirements under Ontario's accessibility laws.

Scope

This policy applies to all Centre for Family Medicine Care Innovations (CFFM CI) employees, consultants, learners, and volunteers.

General Principles and Practices

CFFM CI shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

Training

- CFFM CI will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Services. This includes all CFFM CI staff, as there is the potential for all to interact with the public and our stakeholders. The training shall include:
 - a review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
 - a review of the requirements of the Accessibility Standards for Customer Service (Ontario Regulations 429/07).
 - how to interact and communicate with persons with various types of disabilities.
 - how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
 - information on how to use equipment to help people with disabilities access services.
 - what to do if a person with a disability is having difficulty accessing CFFM CI services.
 - instruction on CFFM CI's policies, procedures and practices pertaining to the provision of services to persons with disabilities.
- Training will be provided to all current staff, at new employee orientation, then ongoing as required. Records will be kept indicating the date and training provided and whom it was provided to. It is the expectation of our staff to accommodate those with disabilities as per the legislative guidelines.

Assistive Devices and other Measures that Assist with Accessibility:

- A person with a disability may provide their own assistive devices for the purpose of obtaining, using and benefiting from the services provided by CFFM CI.
- In the event a person with a disability is hindered from accessing CFFM CI services through the use of their own assistive device, then CFFM CI may offer a person with a disability other reasonable measures to assist, should such measures be available.

Service Animals:

- A person with a disability accompanied by a service animal is permitted to enter CFFM CI premises with the animal unless the animal is otherwise excluded by law. Where a service animal is excluded by law, CFFM CI will ensure that other measures are made available to enable the person with the disability to obtain, use and benefit from the services provided at CFFM CI.

Support Persons:

- When a person with a disability is accompanied by a support person, CFFM CI will ensure that both persons are permitted entry into our facility and that the person with a disability is not prevented from having access to the support person.

Accessible Formats and Communications Supports:

- Upon request, CFFM CI will provide or will arrange for the provision of accessible formats and communications for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.
- CFFM CI will consult with the person making the request in determining the suitability of an accessible format or communication support, and will also notify the public about the availability of accessible formats and communication supports.

Notice of Temporary Disruptions:

- CFFM CI will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, the anticipated duration of the disruption and alternative facilities or services that may be available.
- The notice shall be posted in a conspicuous place on the premises of the facility or by other reasonable methods, as appropriate.

Emergency Procedures:

- Any emergency procedures, plans and public safety information that are prepared by CFFM CI, and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Feedback

Customers who wish to provide feedback on the way CFFM CI provides goods and service to people with disabilities, or require an accommodation, can contact the company by email to hr@ehealthce.ca, by telephone 519-885-0606 (ask to speak to HR), and in-person (ask for HR).

Modifications to this or other policies

Any policy, practice, or procedure of CFFM CI that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Policy Review

This Accessibility Standards for Customer Service Policy and Program will be reviewed annually by Human Resources.

Creation Date: November 2011

Author: Sylvia Decker (CFFM FHT)

Revised: November 2020

Reviewed: November 2020