

ConnectWell Community Health Accessibility Pledge

ConnectWell Community Health welcomes and encourages people living with disabilities to use our services. ConnectWell Community Health will provide access, to our services for people with disabilities, in a way that respects their right to dignity, independence and integration and equal opportunity.

Dignity is present when a service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought, or forced to accept lesser service, quality or convenience.

Independence allows a person with a disability to do things on their own without unnecessary help, or interference from others.

Integration is evident, when service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

Equal opportunity exists when people with disabilities have an opportunity equal to that given to others to access your goods or services.

ConnectWell Community Health strives to provide service to everyone in a welcoming and supportive environment. ConnectWell Community Health will consider the individual needs of people with disabilities in delivering service by:

- Considering individual and special needs when applying ConnectWell Community Health policies and rules
- Communicating with people in a way that meets their needs
- Welcoming feedback and suggestions about services in a variety of formats
- Welcoming accompanying support people
- Offering a range of assistive devices
- Welcoming service animals
- Letting people know if services are not available where possible, for example, if a program is going to be closed or if the website is not available
- Ensuring emergency responses address accessibility
- Training staff and volunteers to provide the best possible service
- Providing a forum for addressing concerns or challenging associated with accessing our services
- Providing opportunities for continuous improvement and regular review of accessibility policies and procedures

* ConnectWell Community Health uses the definition of disability in the AODA. A disability can include: a) physical disability, infirmity, malformation or disfigurement, b) mental impairment or developmental disability, c) learning disability, d) mental disorder, and e) an injury or disability for which government benefits are received.