



## Accessibility Pledge

ConnectWell Community Health welcomes and encourages people living with disabilities to use our services. ConnectWell will provide access to our services for people with disabilities in a way that respects their right to dignity, independence, 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 a 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 strives to provide service to everyone in a welcoming and supportive environment. ConnectWell 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; accessible formats and communication methods for feedback can be provided upon request.
- Welcoming accompanying support people and service animals
- Offering a range of assistive devices



- 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 challenges associated with accessing our services
- Providing opportunities for continuous improvement and regular review of accessibility policies and procedures

Please notify a member of our staff if any of these accommodations are needed to meet your needs to the best of our ability.

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.

If you have any questions or concerns about accessing our services, or if you would like to see a copy of our policies and procedures, please contact:

ConnectWell Community Health  
Phone: 613-257-2182  
Email: [info@connectwell.ca](mailto:info@connectwell.ca)