



ConnectWell Community Health

Accessible Client Service Plan

ConnectWell Community Health is committed to excellence in serving all people including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our 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.

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.

A support person may be required only in consultation with the person with a disability and reviewing the evidence, ConnectWell determines that for the safety of the individual or the public a support person is required and no other reasonable alternative accommodation is available.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, ConnectWell will notify the affected people 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 the entrance and reception and on the website.

Training for Staff

ConnectWell will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Staff with direct contact with clients and staff who participate in the development of ConnectWell's policies and procedures will be trained and this training will be provided to staff during their orientation. Staff will also be trained when changes are made to the plan.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ConnectWell'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 any on-site equipment that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing ConnectWell's services

Feedback Process

The ConnectWell Community Health Board of Directors and Management are accountable to our clients/customers/staff and to the Government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act (2005) and its regulations. 2.01.16 Accessibility For People With Disabilities

Any person who wishes to provide feedback on the way ConnectWell provides services to people with disabilities can complete a comments form, provide verbal feedback and/or provide feedback through email.



All feedback will be directed to the designated individual at each part of ConnectWell Community Health.

Clients/customers/staff can expect to hear back in 30 days.

Concerns will be addressed according to our organization's regular complaint management process 2.01.14 Client Complaints.

Modifications to This or Other Policies

Any policy of ConnectWell that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.