



ConnectWell Community Health

Accessibility Pledge

ConnectWell Community Health (ConnectWell) 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 and integration.

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 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

If you have any questions or concerns about accessing our services, please contact:

Sarah Sark, CEO
ConnectWell Community Health
613-257-7121