



## **Accessible Customer Service Policy**

### **Our Mission**

Making Health Matter. Igniting positive change in the lives of our patients, staff and community partners.

### **Our Commitment**

Stratford FHT strives to provide our services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefit of the same services, in the same place and in a similar way to all customers.

### **Providing Goods and Services to People with Disabilities**

Stratford FHT is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

#### Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

## Accessible Customer Service Policy

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

### Notice of Temporary Disruption

Stratford FHT will provide customers with notice in the event of a planned or unexpected disruption in services at our premises. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at the main entrance on our premises.

### Training for Staff

Stratford FHT will provide training to all employees, who deal with the public, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing Stratford FHT's services
- Stratford FHT's policies, practices and procedures relating to the customer service standard
- Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures

### Feedback Process

The ultimate goal of Stratford Family Health Team is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way Stratford Family Health Team provides goods and services to people with disabilities can be made by contacting us via email at [info@sfht.on.ca](mailto:info@sfht.on.ca). All feedback will be directed to the Executive Director. Customers can expect to hear back within 48 business hours.