



## **ACCESSIBLE PARTICIPANT SERVICE POLICY**

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

WellFort Community Health Services is committed to excellence in serving all participants including people with disabilities.

We will ensure that our staff is trained and familiar with various assistive devices that may be used by participants with disabilities while accessing our programs or services.

#### **Communication**

We will communicate with people with disabilities in ways that take into consideration 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. For example, should someone wish to attend one of our programs with a service dog, staff will ensure that participants who have allergies to dogs are aware of when a service dog will be on the premises. Following their visit, the premises will be properly cleaned to ensure the space is free of allergens.

#### **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.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. The posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services.



## Training to Staff

WellFort will provide training to its employees, volunteers and students. Individuals in the following positions will be trained: Managers and all staff. This training will be provided to all new staff during the orientation process with a refresher training annually or as changes to the policy is made.

### Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- WellFort Accessible Participant Service Policy, practices and procedures
- 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 Wheel Trans service.
- What to do if a person with a disability is having difficulty in accessing WellFort's programs and services

Staff will also be trained when changes are made to the Accessible Participant Service Policy, practices or procedures.

## Feedback Process

Participants who wish to provide feedback on the way WellFort provides programs and services to people with disabilities can e-mail, phone, speak verbally to a staff, and submit comments. All feedback will be directed to a designated member of the leadership Team. Feedback will be acknowledged within 2 business days. Complaints will be addressed according to our organization's complaints procedures.

## Modifications to this or other policies

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