

## POLICIES AND PROCEDURES



SECTION: Administrative  
NUMBER: ADM-A-010a  
TITLE: **Accessibility Policy**  
APPLIES TO: All Offices  
KEY WORDS: Accessibility  
Original Issue: December 2009  
This Revision:  
APPROVED BY: CCO

Page: 1 of 2

---

**PRINCIPLES:** Closing the Gap Healthcare Group is committed to not only complying with the Accessibility for Ontarians with Disabilities Act of 2005, but to exceeding the standards to create an accessible culture within our organization and striving to create a more accessible Ontario. Our accessibility policy is constantly evolving to provide clients with the best customer service experience possible.

Our policy is based on the guiding principles identified in the Act:

- Dignity and independence: We respect the right of all persons to accept or decline assistance while receiving our services.
- Integration: We provide services in a similar manner to all clients regardless of disability.
- Equity: All clients have access to services regardless of disability.

### **POLICY:**

**Clients Using Assistive Devices:** Clients are encouraged to use their assistive devices in the offices. Staff ask clients if they require assistance prior to physically assisting him/her. E.g. wheelchair, mobility device, TTY etc.

**Clients with Service Animals:** Service animals are allowed entry to those areas which are open to the public. Staff will not interact with the animal.

**Clients with Support Person:** Support persons are encouraged to accompany the client when the client chooses. The right to give or withhold consent for sharing of information and consent for treatment remains with the client regardless of the presence of a support person except in those circumstances where the client is incapable of giving consent and the support person is the substitute decision-maker.

**Notices of disruption in services:** Notice will be made of any disruption to our service (for example, civic holidays or technical issues).

**Training:** All staff, including new staff, will be trained in accordance with the requirements of the AODA using *the Government of Ontario's Training Resource provided by the Ministry of Community and Social Services (February 2009)*

**Comments about our Policy:** All clients and customers are made aware of our policy and will be informed about the methods by which they can provide feedback on our accessibility policy and practices.

**PROCEDURE:**

In the Office:

1. All clients are accompanied by a staff member during visits and while in the office
2. All clients sign-in at the front desk in case of an emergency situation.
3. This policy is to be posted in large print at the entrance to each office.

Staff Training:

1. All staff, including office reception staff, will be prepared to communicate with clients and the public in a manner that meets their needs. This may include having large print or Braille documents available, reading documents aloud, and having paper and writing implements available.
2. All staff, including in-office and visiting staff, will be trained in dealing with assistive devices as well as how to interact with service animals and support persons. Training will also include how to communicate best with clients who have various disabilities affecting communication.
3. Client Services Managers will maintain a staff AODA training log and submit it as required by contracts with other agencies (e.g. Community Care Access Centers).

Temporary Disruptions in Service:

In the event of a temporary service disruption to CTG's ability to accommodate people with disabilities, a notice will be posted at the offices' front desk and on the website which will include the predicted date for resumption of service and resources that are available in the meantime.

Comments about our Policy:

1. Clients are encouraged to provide feedback via the CTGHG website or at each office (either verbally or in writing), regarding CTGHG's Accessibility Policy and practices.
2. Feedback will be forwarded by Client Services Managers to CTGHG's Director of Quality and Risk for follow up and roll-up quarterly and annually.

**If you would like to request an alternate form of this document, including our procedures and practices, please speak to our receptionist.**