



Title:	Accessibility Guideline		
Approved By:	Executive Director		
Date:	December 7 th 2011	Pages	1 of 2
Revised:	September 2014		

Our Commitment

The Thames Valley Family Health Team (TVFHT) provides our patient services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the opportunity to access our services in the same place and in a similar way as other patients.

Disability defined

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limited the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, or physical reliance on a guide dog, support person and/or assistive device.
- b) A condition of mental impairment or developmental disability.
- c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act. 1997

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

Assistive devices

We will ensure that employees are aware of available assistive devices in the workplace and that they know how to use the assistive devices.

Use of service animals and support persons

We welcome patients with disabilities who are accompanied by a service animal. We will also ensure that employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Patients accompanied by a support person are welcome. At no time will a patient with a disability who is accompanied by a support person (who has signed the necessary permission forms) be prevented from having access to his or her support person on the premises.

Notice of temporary disruption

The TVFHT will endeavour to notify patients of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. 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 all public entrances and service counters on our premises.

Training for staff

The TVFHT will provide training to all employees who deal with patients or other third parties on their behalf.

Training will include:

- A review of Human Rights Code.
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, which can be viewed at <http://www.mcass.gov.on.ca/en/serve-ability/index.aspx>
- 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 support person.
- How to use the assistive devices available at the site.
- What to do if a person with a disability is having difficulty in accessing care.
- TVFHT's policy and procedures relating to patient services and care.

Feedback process

Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way patient care and services are delivered to people with disabilities can be made by speaking to your healthcare provider or any staff at the site. Comments can also be sent via our general email account; accessible on our website www.thamesvalleyfht.ca. All feedback will be directed to our management team.

We are committed to developing policies, procedures and guidelines that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to these guidelines without considering the impact on people with disabilities.

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