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|  <p>Thames Valley<br/>Family Health Team</p> | <b>Policy Title</b><br>Accessibility Policy     | <b>Page 1 of 2</b>                                                                                     |
|                                                                                                                               | <b>Approval Body:</b><br>The Board of Directors | <b>Policy Effective Date:</b><br>May 2026<br><br><b>Policy Reviewed Date:</b><br>Updated July 30, 2026 |

## PURPOSE

This policy has been developed in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR) , and the Ontario Human Rights Code. This policy outlines how the Thames Valley Family Health Team (TVFHT) will provide services in an equitable, inclusive, and accessible manner while identifying, preventing, and removing barriers to accessibility.

## POLICY

The Thames Valley Family Health Team (TVFHT) commits to treating all people in a way that allows them to maintain their dignity, independence and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do all that is reasonably possible to prevent and remove barriers to accessibility and meet accessibility requirements under Applicable legislation.

Given our unique situation as a “multisite” organization, where staff may work in facilities owned and managed by other entities (i.e., physician clinics), it is important to understand our responsibilities, limitations, and opportunities to support accessibility in collaboration with our partners.

TVFHT will align its procedures and practices with accessibility legislation and standards, including but not limited to the following:

### Accessible Formats and Communication Supports

TVFHT is committed to providing accessible communication and information to patients, families, caregivers, staff, and members of the public.

Individuals may request:

- Accessible formats of information or documents
- Communication supports to facilitate access to services, programs, and information

Requests may be made:

- In person
- By telephone
- By email
- Through the TVFHT website or other available communication channels

TVFHT will:

- Acknowledge requests promptly
- Consult with the individual, where appropriate, to determine suitable formats or communication supports
- Provide accessible formats and communication supports within a reasonable timeframe and at no additional cost
- Coordinate requests through an appropriate designated process

Examples of accessible formats and communication supports may include:

- Large print documents
- Electronic accessible documents
- Plain language materials
- Reading assistance
- Captioning or interpretation supports
- Assistance completing forms

### **Assistive Devices**

TVFHT supports persons with disabilities in the use of their assistive devices when accessing services provided by TVFHT.

Staff will make reasonable efforts to accommodate the use of assistive devices and ensure awareness of available assistive supports within the workplace.

### **Service Animals**

Persons with disabilities may enter premises where TVFHT services are provided accompanied by a service animal and may keep the animal with them, unless otherwise excluded by law.

A service animal means any animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disabilities.

The individual accompanied by the service animal is responsible for maintaining control of the animal at all times.

In situations where another individual has a health or safety concern, such as an allergy, TVFHT will make reasonable efforts to facilitate alternative arrangements.

### **Support Persons**

Persons with disabilities may enter premises where TVFHT services are provided accompanied by a support person and may have access to that support person at all times.

Consent from the individual with a disability is required when communicating private or confidential matters in the presence of a support person. Non-verbal consent will be recognized where appropriate.

### **Accessibility Training**

All employees, contractors, volunteers, Board/Committee members, students, learners and individuals involved in the development or oversight of TVFHT policies will receive accessibility training related to the AODA and the implementation of its standards.

Training will include:

- The purposes and requirements of the Accessibility for Ontarians with Disabilities Act, 2005
- The Ontario Human Rights Code as it relates to persons with disabilities
- How to interact and communicate with individuals with various types of disabilities
- How to interact with individuals who use assistive devices, service animals, or support persons
- How to respond if a person with a disability is having difficulty accessing services
- TVFHT policies and procedures relating to accessibility

A record will be maintained of employees and individuals who have completed training, including dates training was provided.

Training will be provided on an ongoing basis and as soon as reasonably practicable following commencement of duties or responsibilities.

## **Employment**

TVFHT is committed to fair and accessible employment practices.

TVFHT will notify employees and applicants that accommodation is available during recruitment, assessment, and hiring processes upon request.

Where appropriate, TVFHT will make every reasonable effort to:

- Develop individualized accommodation plans
- Provide workplace emergency response information
- Support accessible return-to-work processes
- Consider accessibility needs during performance management, career development, redeployment, and other employment-related processes

Accommodation requests will be addressed in accordance with applicable legislation and organizational procedures.

## **Feedback Process**

TVFHT welcomes feedback regarding the accessibility of its services, programs, and facilities.

Feedback may be submitted:

- In person
- By telephone
- In writing
- By email
- Through electronic or website-based forms
- Using accessible communication supports upon request

Accessible formats of feedback tools and responses are available upon request.

Feedback related to accessibility concerns will:

- Be acknowledged promptly
- Be reviewed in a timely manner
- Be directed to the appropriate individual or department
- Receive response and follow-up within a reasonable timeframe

Where appropriate, individuals will be informed of actions taken or planned to address identified accessibility concerns.

Employees may also provide accessibility-related feedback to their supervisor or designate.

## **Notice of Temporary Disruption**

TVFHT will provide notice if a planned or unexpected disruption occurs regarding services or facilities used by persons with disabilities.

Notice will be provided as soon as reasonably possible and may include:

- The reason for the disruption
- The anticipated duration
- Alternative facilities, services, supports or methods available during the disruption.

Notice may be communicated through a variety of mechanisms, including signage, email, telephone, or the TVFHT website.

## **Accessible Service During Temporary Construction or Renovation**

Where renovations, construction, or other temporary circumstances affect the accessibility of a service counter or other accessible feature, TVFHT will take reasonable measures to ensure that persons with disabilities continue to receive equitable access to services.

During such disruptions, TVFHT may:

- post notices at public entrances and on the organization's website describing the disruption, anticipated duration, and available alternatives;
- provide a telephone number or other contact method for individuals requiring assistance prior to entering the facility;
- arrange for staff to meet and assist individuals using mobility aids or other assistive devices;
- provide service from an alternate accessible location within the facility where feasible; and
- ensure staff are aware of temporary accessibility procedures and are available to provide assistance.

## **Responsibility**

The CEO or designate is responsible for:

- Supporting implementation of this policy
- Coordinating accessibility-related requests
- Ensuring accessibility training requirements are met
- Monitoring compliance with accessibility legislation and standards
- Supporting timely responses to accessibility concerns and accommodation requests

All staff; physicians, contractors, volunteers, learners, and Board/Committee members share responsibility for supporting an accessible and inclusive environment.

## **REFERENCES**

- Accessibility for Ontarians with Disabilities Act, 2005
- Integrated Accessibility Standards Regulation (IASR)
- Ontario Human Rights Code