

KAWARTHA LAKES HEALTH CARE INITIATIVE

AODA POLICY

PURPOSE:

Kawartha Lakes Health Care Initiative (KLHCI) has been successfully recruiting family doctors to the City of Kawartha Lakes since 2004 and is the lead organization for family doctor recruitment and retention in the City of Kawartha Lakes. KLHCI is an incorporated non-profit, charitable, volunteer organization whose mission is to recruit family doctors to the City of Kawartha Lakes, and to conduct research, public education, outreach and advocacy as it relates to recruitment and retention of family doctors. KLHCI's vision is that everyone living in the City of Kawartha Lakes has a primary health care provider. KLHCI is funded by the City of Kawartha Lakes and Ross Memorial Hospital.

PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

The Kawartha Lakes Health Care Initiative is committed to excellence in serving all donors, volunteers, employees and partners including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication

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

2. Telephone services

We are committed to providing fully accessible telephone service to our donors, volunteers, employees and partners. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate by other means including letter mail, email or facsimile if telephone communication is not suitable to their communications needs or is not available.

3. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We ask that you bring your own personal assistive device. The facilities we rent do not have onsite assistive devices to use by the general public.

4. Documentation

We are committed to providing all written communication including invoices, charitable tax receipts, letters etc. in a format that is accessible to all of our donors, volunteers, employees and partners. This may include large print, email etc. We will answer any questions about the content of any written document in person, by telephone or email.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

We are committed to welcoming people with disabilities who are accompanied by a service animal on the areas of our offices that are open to the public and other third parties. We will ensure that all staff, volunteers

and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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 KLHCI's facilities 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

KLHCI will provide donors, volunteers, employees and partners with notice in the event 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 reception counters on our premises.

TRAINING FOR STAFF

KLHCI will provide training to all employees, volunteers and others who deal with the public and other third parties on their behalf, and all those who are involved in the development and approvals of policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements for 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 accessing KLHCI's services.
- KLHCI's policies, practices and procedures relating to these customer service standards.

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 KLHCI is to meet and surpass public expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way KLHCI provides services to people with disabilities can be made by letter, email, voicemail or in person. All feedback should be directed to:

Kawartha Lakes Health Care Initiative

Attention: President

10 Angeline Street North

Room 2307

Lindsay, ON

K9V 4M8

705-328-6098

info@kawarthalakesdoctors.org

POLICY MODIFICATIONS AND QUESTIONS

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Recruitment & Retention Coordinator, Kawartha Lakes Health Care Initiative.