

Algoma

Nurse Practitioner-Led Clinic

Policies and Procedures

Section: Human Resources	Policy Number: HR2018-01
Subject: Accessibility for Ontarians with Disabilities Act (AODA)	Effective Date: November 2011
Approved by: Executive Director	
_____ Executive Director	_____ Date

Accessibility Standards for Customer Service

PURPOSE:

The purpose of this policy is to outline Algoma Nurse Practitioner Led Clinic's (Algoma NPLC) commitment to providing welcoming and accessible service to all persons, including those with disabilities. Our policy and practices respect independence, dignity, integration and equality.

SCOPE:

Consistent with the Accessibility for Ontarians with Disabilities Act (AODA), this policy responds to the requirement for compliance to Accessibility Standards for Customer Service regulation, as well as Algoma NPLC's commitment to excellence in service delivery.

The specific requirements are listed below and have been followed in developing this policy:

- Step 1 - Creation and Implementation of an Accessibility Plan
- Step 2 - Provision of Employee Training
- Step 3 - Communication and Accommodations
- Step 4 - Reporting

POLICY:

The Algoma NPLC provides welcoming and accommodating service to all persons, including those with disabilities.

With a commitment to service excellence and compliance, we will extend our services in the following areas:

- Provide services which allow ease of access. Services will accommodate individual requirements for inclusivity.
- Post Algoma NPLC's Accessibility Plan in the main reception area, as well as on our website.
- Provide individual assistance for accessibility when necessary which includes accessible doors, facilities, washrooms, etc.
- Allow individuals to use their own assistive device(s) and/ or use Algoma NPLC's assistive devices. These may include but are not limited to technology, phones, wheelchairs, walkers, electronic scooters, canes, etc.

Algoma

Nurse Practitioner-Led Clinic

- Ensure access for support persons and/or service animals.
- Provide notice of service disruptions, including duration and alternative access. This includes notice by appropriate signage, as well as website posting when necessary.
- Accommodate requests for alternative formats or methods for communication.
- Encourage feedback, comments and suggestions through varied means, including in-person, calls, written (email, letter or note), or through our website.
- Respond to any questions or complaints efficiently c/o the Algoma NPLC's Executive Director.
- Provide employee training and ongoing education about AODA Customer Service Standard which encourages awareness, sensitivity, and consideration of services to persons with disabilities.
- Report our status and progress to the Ontario government.

REVIEWED:

Date: November 26, 2018

Signature: _____

Date: _____

Signature: _____