

# **Accessible Patient Service Plan**

## *Providing Goods and Services to People with Disabilities*

The City of Kawartha Lakes Family Health Team is committed to excellence in serving all patients including people with disabilities.

### **Assistive Devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will not be charged for support persons for admission to the City of Kawartha Lakes Family Health Team's premises. We will notify patients of this through a notice posted on our premises and on our web site.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for patients with disabilities, the City of Kawartha Lakes Family Health Team will notify patients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the City of Kawartha Lakes Family Health Team's offices at:

55 Angeline Street North, Lindsay, Ontario

87 Adelaide Street North, Lindsay, Ontario

65 Adelaide Street North, Lindsay, Ontario

86 Angeline Street South, Lindsay, Ontario

Fenelon Medical Centre

Mariposa Community Wellness Centre

Omeme Medical Centre

### **Training for Staff**

The City of Kawartha Lakes Family Health Team will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- nurse practitioners
- registered nurses
- registered practical nurses
- pharmacists
- dieticians
- psychologists
- social workers
- occupational therapists
- respiratory therapists
- medical receptionist
- administrative personnel

This training will be provided to staff within nine months of entry-into-force of the *Accessibility for Ontarians with Disabilities Act, 2005* and within six months of the starting date of all staff hired after this nine month period.

Training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the patient service standard;
- the City of Kawartha Lake Family Health Team's accessible patient service plan;
- 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;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities; and
- what to do if a person with a disability is having difficulty in accessing the City of Kawartha Lakes Family Health Team's goods and services.

Staff will also be trained when changes are made to your accessible patient service plan.

### **Feedback Process**

Patients who wish to provide feedback on the way the City of Kawartha Lakes Family Health Team provides goods and services to people with disabilities can communicate verbally to City of Kawartha Lakes Family Health Team staff, email the Finance/HR Manager and/or submit a complaint using the City of Kawartha Lakes Family Health Teams' public complaints process.

All feedback will be directed to the Finance/HR Manager. Patients can expect to hear back in ten (10) business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

**Modifications to this or Other Policies**

Any policy of the City of Kawartha Lakes Family Health Team that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.