

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The Renfrew County and District Health Unit is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with any assistive devices we have on site or that we provide that may be used by customers 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to on-site services or facilities for customers with disabilities, the Renfrew County and District Health Unit will notify customers promptly. A 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 posted at relevant Health Unit offices and on the Health Unit's website where appropriate.

Training

The Renfrew County and District Health Unit will provide accessible customer service training to all employees, students, volunteers and others who deal with the public or other third parties on our behalf.

Employees, students and others will be trained on Accessible Customer Service as soon as practical after starting at the Health Unit, as part of their orientation. Training will also be provided when changes are made to our accessible customer service plan.

Renfrew County and District Health Unit

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- Renfrew County and District Health Unit's plan related to 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include wheelchairs and telecommunication devices if available
- What to do if a person with a disability is having difficulty in accessing Renfrew County and District Health Unit's goods and services

Feedback process

Clients who wish to provide feedback on the way Renfrew County and District Health Unit provides goods and services to people with disabilities can contact us in the following ways:

- Email: contact@rcdhu.com
- Telephone: 613-732-3629 or 1-800-267-1097
- In writing: Renfrew County and District Health Unit, 141 Lake Street, Pembroke ON K8A 5L8.

Clients can expect to hear back within five working days.

Notice of availability

The Renfrew County and District Health Unit will notify the public that our documents related to accessible customer service are available by posting them on our web site.

Modifications to this or other policies

Any policy, practice or procedure of the Renfrew County and District Health Unit that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Updated January 19, 2017