

## Accessibility Customer Service Plan

### Providing Goods, Services and Facilities 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 people with disabilities while accessing our goods, services, or facilities.

#### **Communication**

We will communicate with people with disabilities in ways that consider 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 people with disabilities, the Renfrew County and District Health Unit will notify all clients promptly. A clearly posted notice will include information about the type of 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, on the Health Unit's website where appropriate and communicated via social media.

#### **Training**

The Renfrew County and District Health Unit will provide accessible customer service training to all employees, students and volunteers.

Employees, students, and others will be trained on Accessible Customer Service and Understanding Human Rights (Understanding AODA Edition) as soon as practical after starting at the Health Unit, as part of their

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orientation. Training will also be provided when changes are made to our accessible customer service plan.

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 Accessibility 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 that may help with providing goods or services to people with disabilities (e.g., wheelchairs)
- 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 their experience with Renfrew County and District Health Unit's goods and services can contact us in the following ways:

- Email: [contact@rcdhu.com](mailto:contact@rcdhu.com)
- Telephone: 613-732-3629 or 1-800-267-1097
- In writing: Renfrew County and District Health Unit, 141 Lake Street, Suite 100, Pembroke, ON, K8A 5L8.
- [Client Satisfaction Survey](#)

Clients can expect to hear back within five business 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 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.

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