



Policy Statement:

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Joint Rehab is committed to applying the principles and guidelines of the AODA and strives to provide services while respecting the dignity and independence of persons with disabilities. Joint Rehab strives to provide a barrier-free environment for its clients and ensures that its clients with disabilities receive the same high standard of service that is provided to all clients.

Joint Rehab's plan in servicing people with disabilities:

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our 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.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany him/her on respective premises. No fees will be charged for support person(s).

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to our services, Joint Rehab will notify clients 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. The notice will be placed at our clinic's front entrance and on our website.

Training for Staff

Joint Rehab will provide training to employees, contractors, and others who deal with clients on their behalf. This training shall be provided to staff within 2 weeks of hiring. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Joint Rehab '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 assistive device including wheelchairs, canes, crutches, and walkers which may help with providing services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Joint Rehab's goods and services.
- Staff will also be trained when changes are made to our Accessible Customer Service Plan.

Feedback Process

Clients who wish to provide feedback regarding Joint Rehab's Accessibility Customer Service Plan for persons with a disability may contact our clinic by:

E-mail at William@JointRehab.Ca

By phone at (905) 471-3535.

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

Modifications to this or other Policies

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