



## Brockton and Area Family Health Team

CHESLEY • DURHAM • MILD MAY  
PAISLEY • WALKERTON

### ACCESSIBILITY POLICY

The Brockton and Area Family Health Team (BAFHT) is committed to excellence in serving all patients in a way that respects their rights to dignity, independence and integration, including people with disabilities. This is consistent with the BAFHT core values in our Professional Code of Ethics.

#### **Accessibility Principles:**

**Dignity:** Service is provided in a way that allows a person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

**Independence:** Service is provided in a way that allows a person with a disability to do things on their own without unnecessary help or interference from others.

**Integration:** Service is provided in a way that allows a person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

**Equal Opportunity:** Service is provided in a way that allows people with disabilities have an opportunity equal to that given to others to access our goods and services.

#### **Accessibility Processes:**

##### **Assistive Devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods and 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 in the clinic.



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### **Notice of Temporary Disruption**

In the event of a planned or unexpected service disruption that affects patients with disabilities, the BAFHT will notify patients promptly. This clearly posted notice will include information about the reason for disruption, its anticipated length of time and a description of alternative facilities or services, if available. This notice will be posted at entrance doors to our facilities.

### **Training for Staff**

The BAFHT will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

### **Feedback Process**

Patients who wish to provide feedback about the way the BAFHT provide goods and services to people with disabilities can make a telephone call and ask to speak to the Brockton and Area FHT Executive Director at 519-507-2021. Alternately, patients can use the “contact us” feature of the website ([www.bafht.com](http://www.bafht.com)). Complaints will be addressed according to organizational complaint management policy.