



# **Accessible Customer Service Plan**

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

Kawartha Cardiology Clinic is committed to excellence in serving all members of the public including people with disabilities.

### **Assistive devices**

We will ensure that our staff members are trained and familiar with various assistive devices we have on site or that we provide that may be used by patients and visitors 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 at no charge.

We will notify clients of this through a notice posted on our premises and webpage.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for members of the public with disabilities, Kawartha Cardiology Clinic will notify the public 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 on the entrance door at: **327 Charlotte St Peterborough, ON.**

### **Training**

Kawartha Cardiology Clinic will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Every individual in the organization will be trained including management.

Training will be provided to staff within the first three months of hire and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Kawartha Cardiology'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 elevator and any other assistive devices available on-site
- What to do if a person with a disability is having difficulty accessing Kawartha Cardiology services.

\*\* Staff will also be trained when/if changes are made to the plan.

### **Feedback process**

Patients or other members of the public who wish to provide feedback on the way we provide goods and services to people with disabilities are welcome to contact Kawartha Cardiology Clinic and can expect to receive a response within five (5) business days.

All feedback, including concerns or complaints, may be directed to:

**Kawartha Cardiology Clinic**  
**327 Charlotte St**  
**Peterborough, ON K9J 0B2**  
**(705) 740-6888**

You can expect to hear back from Kawartha Cardiology Clinic within five (5) business days.

### **Modifications to this or other policies**

Any policy of Kawartha Cardiology that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles.

*This document is available in an alternate format on request.*