

## **CUSTOMER SERVICE POLICY STATEMENT: Providing Goods and Service to People with Disabilities**

1. In providing health care services, Dr. Adam Fogel strives at all times to respect the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access and benefit from our services, in the same place and in a similar way as other patients.

2. Dr. Adam Fogel is committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

2.1. We will communicate with people with disabilities in ways that take into account their disability. This will include training staff on how to interact and communicate with people with various types of disabilities.

2.2. We are committed to providing fully accessible telephone service to our patients. This will include training staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication is not suitable to a patient's communication needs or is not available, we will offer to communicate with customers by email.

2.3. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our services. We will also ensure that staff know how to use any assistive devices available on our premises.

2.4. We are committed to providing accessible invoices to all of our customers. Invoices will be provided, upon request, in the following formats: paper or electronic. We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

3. Dr. Adam Fogel is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

3.1. If the service animal is excluded from the premises by law, we will ensure that other measures are available to enable a patient who requires the use of a service animal to obtain, use or benefit from our services.

4. Dr. Adam Fogel is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Dr. Adam Fogel will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or

services, if available. The notice will be placed at all public entrances and service counters on our premises, and will be included on our website if one exists.

6. Dr. Adam Fogel will provide training on the provision of our services to persons with disabilities, to all employees, volunteers and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: all staff. The training will be provided before staff commence their duties. Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act* and the requirements of 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 support person.
- How to use any equipment available on our premises that may help with the provision of our service to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our services.
- Our policies, practices and procedures relating to the Customer Service Standard.

Staff will be trained on an ongoing basis when changes are made to our policies, practices and procedures.

7. The ultimate goal of Dr. Adam Fogel is to meet and surpass patient expectations while serving patients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way we provide health care services to patients with disabilities can be made by telephone, in writing, or via email. All feedback will be directed to Dr. Adam Fogel.