



Pathways Health Centre for Children

ACCESSIBLE CUSTOMER SERVICE POLICY & PLAN

Providing Goods and Services to People with Disabilities

Reviewed biennially by: HEALTH, SAFETY & RISK COMMITTEE

Revision Dates:

2011 10 01	2015 01 12	2021 02 26	
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Approved by: 
Chief Executive Officer



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POLICY

Pathways Health Centre for Children is committed to providing accessible goods and services, in a timely manner, and to reduce barriers and increase accessibility to ensure that persons with disabilities have genuine, open and unhindered access to services, facilities, employment, buildings, and premises. Accessibility will be achieved in a way that takes into consideration the accessibility needs of the individual, based on the type of disability, and allows individuals to maintain their dignity and independence. Pathways Health Centre for Children is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Pathways will develop and maintain a multi-year accessibility plan which will guide our actions to improve accessibility and prevent and remove barriers.

PROCEDURES

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 goods or services. Pathways has access to trained staff on site who can assist us in this area if a customer identifies that they require support.

Communication

We will communicate with people with disabilities in ways that consider their disability. If a customer identifies a barrier to providing or receiving Pathways information, we will work together with them to identify a solution. Customers are encouraged to contact our front desk receptionist, who will direct them to the appropriate staff member for support. Alternate/accessible formats or communication supports are available upon request, for example different font size or style, file format for screen reader, verbal review, etc. Anyone who needs assistance with obtaining an alternate format of communication, can contact the Pathways Accessibility Officer. Contact information is listed below and on the website.

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. There are no restrictions on what type of animals can be used as a service animal to support a person with a disability.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from a regulated health professional confirming that the animal is required for reasons relating to the disability.

Support Persons

A person with a disability, when accompanied by a support person, is welcome to have that person accompany them on our premises. If the support person is providing one-on-one support to the individual while involved in a program at Pathways, Pathways has the right to ask the support person for proof of



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his/her qualifications and can require the support person to meet a minimum standard of qualifications, as appropriate and specific to the requirements of the program.

e.g. A support person who accompanies a client one-on-one during a program at Pathways may be required to have one or more of the following:

- Recent Vulnerable Sector Police Check
- Two-step Mantoux Check
- AODA Customer Service Training
- Additional orientation training, as it relates to the specific program

Fees will not be charged for support persons for admission to any Pathways' programs, when they are accompanying and supporting someone with a disability. We notify clients/families of this through our program registration process.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers or clients with disabilities, Pathways will notify customers and clients/families, promptly.

This includes:

- Disruption in Therapy services
- Disruption in Aquatic Services
- Centre closure due to inclement weather or emergencies

Customers, clients / families will be informed by phone, or by way of our website <http://www.pathwayscentre.org>. If the Centre is closed due to inclement weather, customers, clients/ families can check our website, our Facebook page, or inquire by calling Pathways and listening to our automated voicemail message, which may include information about the reason for the disruption, the anticipated length of time, and a description of alternative facilities or services, if available.

Training for Staff

Pathways provides AODA and Ontario Human Rights training to all employees, students, volunteers and those providing services on behalf of the organization. Customer Service training is a mandatory part of our orientation process. The Pathways Accessibility Officer is connected to the City of Sarnia's Accessibility Advisory Committee (SAAC) to support Pathways' ongoing compliance with AODA legislation and to ensure that the needs of Pathways clients are addressed in the community.

Every Pathways employee, student, volunteer and third-party personnel who provide services on behalf of Pathways receives information/ training that includes:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the requirements of the customer service standard
- Human Rights Code
- Pathways AODA Accessibility Multi-year plan
- Pathways Accessible Customer Service Policy and Plan



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Additional role related training may also include:

- How to interact and communicate with people with various types of abilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Pathways goods and services

Staff, students and others who use equipment such as the ceiling track lift systems, are provided with specific training on how to use this equipment.

Revisions to this information are communicated internally through email, at staff meetings and accessible on PolicyTech.

Feedback Process

Pathways welcomes feedback, both comments and complaints, from our customers, clients/families. We encourage all customers/clients/families to address any complaints directly with the staff member providing the service. If the complaint is not fully addressed to satisfaction or if an individual would prefer to speak directly to a Supervisor, Director or the Chief Executive Officer, they are encouraged to complete the on-line form or call (519) 542-3471 extension 1297. The on-line form can be accessed from our website at: <https://www.pathwayscentre.org/contact/>.

Pathways Family Engagement Coordinator is also available to provide support to parents of clients on the caseload regarding the complaint process at Pathways. The Family Engagement Coordinator will explain all options to the parent regarding their individual situation. The Family Engagement Coordinator can be contacted through Pathways' reception.

Customers can expect to hear back within 48 hours. Complaints will be addressed according to the organization's regular complaint management procedures.

Additional Information

Pathways has been completing annual Accessibility Plans since 2001 to enhance access to our Centre and services. To review our Accessibility Plan, please visit our website: <http://www.pathwayscentre.org> For further details about our plan or if have any questions or concerns about accessibility issues at Pathways Health Centre for Children, please contact:

Pathways Accessibility Officer
(519) 542-3471 extension 1262
kmclintock@pathwayscentre.org

Related Policies:

[Equity, Diversity and Inclusion](#)

[Access to Inclusive Services](#)

[Invoicing for Services](#)

[Complaints](#)