

<b>Policy</b>	<b>Accessible Customer Service</b>	<b>Policy Number</b>	5.10.10
<b>Refer to</b>	Accessibility Training Procedure Number 5.10.10.P1 Notice of Availability and Format of Documents Procedure Number 5.10.10.P2 Use of Support Persons Procedure Number 5.10.10.P3 Use of Service Animals Procedure Number 5.10.10.P4 Assistive Devices Procedure Number 5.10.10.P5 Notice of Service Disruption Procedure Number 5.10.10.P6 AODA Feedback Process Procedure Number 5.10.10.P7	<b>Original</b> <b>Reviewed</b> <b>Revised</b> <b>Next Review Date</b>	March 25 2010 May 2023 May 2023 May 2025
<b>Written by</b>	Manager, Human Resources	<b>Approved by</b>	Board of Health

## PURPOSE

The purpose of this policy is to outline the Haliburton Kawartha, Pine Ridge District Health Unit's commitment to requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

## POLICY

The Haliburton, Kawartha Pine Ridge District Health Unit (herein referred to as "HKPRDHU") is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

HKPRDHU is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HKPRDHU understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HKPRDHU is committed to excellence in providing programs, services, and/or facilities to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

HKPRDHU is committed to training all Board of Health members, employees, students, and volunteers in accessible customer service, other Ontario accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

HKPRDHU is committed to providing exceptional and accessible customer service. Programs, services, and/or facilities will be provided in a manner that respects the dignity and independence of all clients. The provision of services to persons with disabilities will be integrated into normal service delivery, wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and/or on behalf of the Health Unit.

Source documents:

*Accessibility for Ontarians with Disabilities Act*