



As at JULY 2018

Brockton and Area Family Health Team Accessibility Policy

The Brockton and Area Family Health Team 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.

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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.

Notice of Temporary Disruption

In the event of a planned or unexpected service disruption that affects patients with disabilities, the Brockton and Area Family Health Team 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 Brockton and Area Family Team 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 Brockton and Area Family Health Team provides goods and services to people with disabilities can make a telephone call and ask to speak to the Executive Director at 519-507-2021. Alternately, patients can use the “Contact Us” feature of the website (www.bafht.com). Complaints will be addressed according to our organizations regular complaint management policy.