

Section: Accessibility

ID: AC-1.0

Name: Providing Services and Information to Patients/Clients with Disabilities Policy

Policy Statement

1. The Grand Bend Area Community Health Centre (GBACHC) is committed to excellence in serving all patients/clients, including people with disabilities, and will carry out the functions and responsibilities as required under Bill 103, Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Customer Service Standard.
2. The GBACHC is committed to meeting the needs and ensuring the safety of all patients/clients receiving health care services. It is an essential aspect of risk management to guarantee that health care procedures, instructions and information are clearly communicated and understood. This will enable patients/clients to make informed decisions about their health care in conjunction with health care professionals.
3. At the GBACHC, the diversity of patients/clients served is respected and every effort is made to accommodate their uniqueness in a timely manner.

Policy Goals

1. To provide services and information in a way that respects the dignity and independence of patients/clients with disabilities.
2. To give patients/clients with disabilities the same opportunity to access services and allowing them to benefit from the same services, in the same place and in a similar way as other patients/clients.
3. To meet and surpass patient/client expectations while serving those with disabilities.
4. To achieve service excellence to patients/clients with disabilities.
5. To provide timely notification to patients/clients with disabilities in the event of a service disruption where patients/clients with disabilities usually use facilities to access services and information.
6. To ensure support persons and service animals may accompany patients/clients with disabilities.
7. To establish effective communication and ensure equal access to health care services by all patients/clients with disabilities.