

Services & Operations Policy Manual		Policy # 1.17
Section: Relationship with Clients and Community Accessibility for Clients with Disabilities		
Effective Date: December 2010	Revised: October 2017	Reviewed: October 2017

POLICY:

RPCHC shall use reasonable efforts to provide people with disabilities integrated and equitable services in a manner that respects their dignity and independence.

PROCEDURE:

1. Assistive Resources:

- Service animals shall be permitted within RPCHC; Documentation may be required.
- A support person accompanying a person with a disability shall be permitted to attend to the person with a disability at all times at the discretion of the person with a disability.

2. Communications:

- RPCHC shall make available a document in hard copy, in a format that takes into account the disabilities of the person requesting any document, and on our website outlining our
 - policy on serving persons with disabilities
 - protocol for communicating any temporary disruption of services to persons with disabilities
 - training policy and requirements related to serving people with disabilities
 - our processes for feedback or complaints
 - that the full policy is available upon request
- RPCHC shall communicate to our clients and community any temporary disruption of services to persons with disabilities, including notice of the disruption to the public including information about the nature of the disruption, duration, and alternative services if any.
- Efforts will be made to alert people of alternatives to non-accessible spaces in outreach materials.

3. Training:

- RPCHC will ensure all staff are trained on
 - how to interact and communicate with persons with various types of disabilities and/or those who use assistive devices or service animals or support persons,
 - how to use any equipment or devices provided by the employer that may help with provision of services to a person with a disability, and
 - what to do if a person with a particular type of disability is having difficulty accessing services.

- Training shall be provided as soon as practicable after staff are assigned and will be refreshed as required.

4. Feedback

- RPCHC shall receive feedback from clients with a disability in person, via telephone, in writing or by electronic text by email or on diskette or other. Typically feedback shall be provided to the responsible Director, or where appropriate the Executive Director. Any complaints or feedback will be handled in accordance with existing complaints procedures with any reasonable accommodations required to facilitate those processes for persons with a disability. Email communications can be made to info@regentparkchc.org