

Accessibility Policy

Advance Chiropractic

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Introduction

At Advance Chiropractic we endeavour to identify and remove barriers to accessing our services and to provide equal opportunity access to our patients. We also consult with members of the disabled community in order to gather information and establish best practices for providing service to patients with a wide variety of disabilities.

The policy set forth within this document applies to all chiropractors, members, contractors, and volunteers of Advance Chiropractic retained by the organization in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

This Accessibility Policy will be communicated through emails, office website pages, verbal notifications, or handouts.

Advance Chiropractic will review any new policies, practices, and procedures before instituting them. This will be done through the following steps to ensure that no undue hardship on Advance Chiropractic is being created:

1. Discuss the proposed policy and decide on the viability of the policy.
2. If the decision is made to implement the policy have the proposed policy, practice, or procedure committed to paper for distribution through Advance Chiropractic.
3. Set a date for implementation of the new standard.
4. Distribute the new standard to the appropriate personnel.
5. Implement the standard.

Accessible customer service training

Advance Chiropractic will ensure that all chiropractors, employees, volunteers, or required contractors dealing either with the public or with third party organizations (business to business) are trained under the requirements of the Accessible Customer Service for the Disabled Standard (429/07). Furthermore, Advance Chiropractic will ensure that any new chiropractors, employees, volunteers, or required contractors dealing either with the public or with third party organizations (business to business) will be trained under the requirements of the Accessible Customer Service for the Disabled Standard (429/07) within 6 months from the start date of their employment.

All employees of Advance Chiropractic will be required to be trained in any changes or updates to this document and the Customer Service for the Disabled Standard.

Feedback process

It is the goal of Advance Chiropractic to comply with the spirit of Accessibility for Ontarians with Disabilities Act. To this end, a feedback process will be developed to enable the team at Advance Chiropractic to respond to feedback received regarding the accessible customer service provided by Advance Chiropractic to its patients and potential patients. When a complaint has been put forth, the team at Advance Chiropractic will review the scenario and make every effort to accommodate the requests of the individual or group in a manner that is satisfactory to all without causing undue hardship to Advance Chiropractic. This may include, but may not be limited to, taking the following actions:

- utilizing the document “Feedback Form for Customer Service for Persons with Disabilities”
- contacting the complainant (if self-identified) and discussing the remedial action using a manner that takes into account the complainants disability
- seeking the recommendations of an association associated with the disability in question

The feedback process is to take into account the individuals disability, and will be made available through a variety of methods, such as

- in person
- on the telephone
- in writing
- by email

Advance Chiropractic will respect the individual’s right to privacy under Ontario’s Privacy Information Protection Act (PIPA) and will abide by the rules of PIPA regarding any request for information.

Communication

Any communication between Advance Chiropractic and our patients or the public will be conducted in a manner that takes into account an individual’s disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case-by-case basis. This may include, but will not be limited to, the following methods of communication:

- verbal communication
- written communication
- digital communication which may include email, video, audio disc or tape
- hand gestures

Notice of temporary disruption of service

Advance Chiropractic will ensure that any expected temporary disruption of service will be identified and related to our patients through the following means:

1. Staff will refer to the office policies, practices, and procedures for instructions.
2. Notification of disruption will be placed on the Advance Chiropractic website.
3. Notification of disruption will be placed on the telephone message service.
4. Notification of disruption will be indicated in writing and placed on the entrance way to the office of Advance Chiropractic (priority and consideration will be given to any security issues).
5. The staff answering the phones at Advance Chiropractic will identify the disruption of services to all incoming calls within 5 business days of the expected disruption of service.

Advance Chiropractic will ensure that any unexpected temporary disruption of service will be identified and relayed to the public through the following means:

1. Staff will refer to the office policies, practices, and procedures for instructions
2. Notification of disruption will be placed on the telephone message service.
3. Notification of disruption will be indicated in writing and placed on the entrance way to the offices of Advance Chiropractic (priority and consideration will be given to any security issues).

Notification of temporary disruption of service will include the following information:

1. The reason for the disruption of service.
2. The expected length of the disruption of service.
3. A description of alternate services if available.

Assistive devices and mobility aids

Advance Chiropractic will ensure that all its chiropractors, employees, volunteers, or required contractors are trained and familiar with various assistive devices and a variety of other aids that may be used by any of our patients or the public seeking access to our services. Employees, volunteers, or required contractors of Advance Chiropractic will adhere to the following guides when interacting with either existing patients or potential patients that require assistive devices:

1. Ask if the patient requires assistance.
2. If assistance is required, clinic staff will listen to the instructions of the patient requiring assistance and repeat the instructions back to the patient so that all instructions are clearly understood and executed.
3. Only chiropractors will be allowed to offer advice on the use of assistive devices.
4. If an individual's assistive device cannot be utilized within our office, other arrangements for the access our goods and services should be made.
5. All chiropractors, employees, volunteers, or contractors of Advance Chiropractic will be informed of the areas of the office that must be kept clear of assistive devices due to safety regulations and will make other arrangements for access of services if required.
6. All chiropractors, employees, volunteers, or contractors of Advance Chiropractic will be trained in the operation and use of any assistive devices that are supplied by the Advance Chiropractic for use by its patients or potential patients.

Services animals

Advance Chiropractic will train its employees, volunteers, or required contractors in the treatment and rules pertaining to the use of service animals.

At no time will the chiropractors, employees, volunteers, or required contractors of Advance Chiropractic prevent an individual requiring the use of a service animal from accessing the services of the service animal while on the premises.

Support persons

Advance Chiropractic will train its chiropractors, employees, volunteers, or required contractors in the treatment and rules pertaining to the use of support persons.

At no time will the chiropractors, employees, volunteers, or required contractors of Advance Chiropractic prevent an individual requiring the use of a support person from accessing the services of the support persons while on the premises.

Advance Chiropractic chiropractors, employees, volunteers, or contractors will treat every individual with all due respect and will direct all attention to them and address the support person only when required.

Alternate formats of communication

Advance Chiropractic will reasonably endeavour to provide, if requested, alternate formats of items such as this policy document as well as invoices and other applicable reports. These formats may include, but are not limited to, such communication structures as

- audio disc
- hard copy with large font type
- electronic text
- oral communication

Since it would cause undue hardship on Advance Chiropractic to provide the requested information in all forms of alternate formats and is not feasible to do so, all efforts will be made to reasonably accommodate any request for information in an alternate format.

Reference

Adapted from *Accessibility Professionals of Ontario*. 2011. "Barrier Identification Templates" and "Policy, Practices and Procedures for the Customer Services Standards of the Accessibility for Ontarians with Disabilities Act: Information and Templates." Retrieved December 26, 2011, from *AODA Accessible Customer Service Training Program* <http://www.prolearningonline.com/>