

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Waterloo Sports Medicine Centre is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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 on our premises. They are welcome to accompany them during their treatment/intervention to the extent that it will facilitate quality service and with the permission of the client. If the presence of a support person is a distraction to the client to the extent that it reduces the effectiveness of the intervention, or poses difficulties with respect to confidentiality then the support person will be asked to remain on premise but wait in the waiting area.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, for example, the

automatic door openers, Waterloo Sports Medicine Centre will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the front entrance and exit controlled by the automatic opener.

Training for staff

Waterloo Sports Medicine Centre will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Physicians, Physiotherapists, Massage Therapists, Podiatrist, Occupational Therapist, physiotherapy assistant, KW Neuro Rehab staff and front office personnel.

This training will be provided to new staff within the first 8 weeks and will be included in the orientation checklists for each discipline.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

- Waterloo Sports Medicine Centre's accessible customer service plan.

- How to interact and communicate with people with various types of disabilities.

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

- How to use the automatic door openers.

What to do if a person with a disability is having difficulty in accessing Waterloo Sports Medicine Centre's goods and services.

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Waterloo Sports Medicine Centre provides goods and services to people with disabilities can be provided in person, by phone, letter or via an email to info@wsm.ca. All feedback will be directed to **Kim Helm**. Customers can expect to hear back in 4 business days unless otherwise noted by staff. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Waterloo Sports Medicine Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.