

## **OUR COMMITMENT TO ACCESSIBILITY FOR PEOPLE WITH DISABILITIES**

This information is available in accessible formats upon request.

The Centre de santé communautaire de l'Estrie (CSCE) is committed to providing an environment that is fully accessible to its clients, visitors and staff members by complying with the requirements outlined in the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The CSCE encourages people with disabilities to benefit from its programs and services while respecting their right to dignity, autonomy, integration and equal opportunity.

The CSCE is committed to making reasonable efforts to eliminate or minimize barriers to accessibility.

### **Policies on accessibility for people with disabilities**

The CSCE drafts and revises policies, practices and procedures that meet the accessibility standards set out in the AODA in regard to client services, information, communication, employment, transportation and the built environment.

### **Accessibility plan for people with disabilities**

The CSCE creates, implements and maintains a progressive accessibility plan for activities that fully incorporate standards set out in the AODA. The CSCE reviews and updates its accessibility plan every five years to reflect progress made in achieving full compliance with the AODA.

### **What type of accessible client services does the CSCE provide?**

#### **Communication**

The CSCE will communicate with you in a way that accommodates your disability. People with disabilities can request information in accessible formats and communication supports as needed.

## **Assistive devices**

You are welcome to use your own assistive devices. The CSCE will ensure that staff members know how to use assistive devices, and inform clients about the assistive devices that may be made available to them at various locations.

## **Service animals**

Service animals are welcomed in all CSCE premises that are open to the public.

## **Support persons**

You may be accompanied by a support person while receiving services at the CSCE. Depending on the purpose of your visit, the support person may be required to sign a confidentiality agreement and their role may be subject to a pre-visit agreement. You will also need to sign a consent form that allows us to discuss the care and services that will be provided to you, as well as share personal information regarding your health in his or her presence.

## **Notice of temporary service disruptions**

The CSCE will publicly notify clients of temporary disruptions of facilities or services normally required by people with disabilities (i.e. elevators or escalators). When and wherever possible, we will do our utmost to arrange for alternative accommodations to provide appropriate services.

## **How can I request accommodation measures?**

If you, or a person you are representing, have a disability and require accessible services or specific accommodations at any of the CSCE locations, please contact the manager of the site you will be visiting as soon as possible.

The accommodation measures provided by the CSCE will depend on the nature of your disability, the purpose of your visit and the availability of various types of equipment and services.

## How can I provide feedback?

The CSCE encourages you to share your feedback about the provision of its services to people with disabilities by one of the following means:

**1. In person, by email, by phone or by mail.**

Contact information for the CSCE is available online at <http://www.cscestrie.on.ca>.

**2. By contacting the Executive Director.**

Marc Bisson, Executive Director  
Centre de santé communautaire de l'Estrie  
841 Sydney Street, unit 6, Cornwall, ON K6H 3J7  
Email: [m.bisson@cscestrie.on.ca](mailto:m.bisson@cscestrie.on.ca)  
Phone: 613-937-2683, extension 231  
Fax: 613-937-2698

Please enter "Feedback on accessibility for people with disabilities" in the subject line of your email or letter.

**3. By filling out the Accessibility Customer Service Feedback Form available online and at the reception of all CSCE locations.**

You can request this form in an accessible format as needed. You can also ask someone to fill it out with you.

### What information should I include in my comments?

If your comments pertain to a specific incident, please provide as many details as possible, as long as you feel comfortable doing so. (For example, please include the day the incident occurred, what happened, what made the experience a positive one, or what when wrong if this is the case, and suggestions for improvement.)

You are under no obligation to provide your name if this makes you uneasy. However, if you would like us to respond to your request, please provide your name and contact information.

## **How does the CSCE respond to requests for accommodation measures?**

When a request for accommodation measures is received, the CSCE will attempt to respond to it while protecting the dignity of the person with a disability. The CSCE recognizes that people with disabilities may require personalized services and that everyone's needs are unique. The CSCE is therefore committed to making reasonable efforts to eliminate or minimize barriers to accessibility.

If you share your comments in person or by phone, we will try to resolve the matter directly with you. If it is not possible to resolve it immediately, we will acknowledge receipt of your comments within two working days, take note of them and implement the necessary measures as soon as possible.

All written comments sent by email, fax or mail will be responded to or acknowledged within 15 working days. If it is not possible to resolve the issues raised within prescribed time limits, the acknowledgement will outline actions taken and indicate whether the CSCE intends to send an additional follow-up response.

## **Collection of personal information**

In accordance with the *Privacy Act*, client confidentiality will be maintained. If personal information is included in submissions, the CSCE will use this information for acknowledgement and response purposes only. Comments will also be reviewed to improve the services provided by the CSCE.

## **Accessibility training**

In accordance with the *Accessibility Standards for Customer Service* under the AODA, all CSCE staff members who provide services to or interact with the public (including employees, interns and volunteers), as well as all individuals involved in the development and approval of policies, practices and procedures related to client services, must complete mandatory training regarding accessibility for people with disabilities.

The CSCE maintains an updated list of the individuals who have completed this training.

## **Whom should I contact for more information?**

If you have any questions about the CSCE's policies or procedures regarding accessibility for people with disabilities, or if you would like to obtain a copy of this document in an accessible format, please contact:

Louise Lapensée  
Finance and Building Maintenance Manager  
Centre de santé communautaire de l'Estrie  
841 Sydney Street, unit 6, Cornwall, ON K6H 3J7  
Email: [l.lapensee@cscestrie.on.ca](mailto:l.lapensee@cscestrie.on.ca)  
Phone: 613-937-3132, extension 227  
Fax: 613-937-2698