

Accessible Customer Service Plan

Eramosa Physiotherapy Associates (EPA) is committed to providing accessible services to all individuals, including those with disabilities. This Accessible Customer Service Plan policy was created in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and ensuring a positive experience for all customers.

EPA is dedicated to providing accessible customer service as part of our mission to enrich the lives of the people in our communities. We will do this by providing exceptional care through personalized services to help all our clients in achieving their healthcare goals.

Communication

EPA will communicate with people with disabilities in ways that take into account their disability.

EPA is committed to communicating in the most effective way for each individual. Telephone, email and written communication are all available at all times. Staff members are able to assist in completing forms or written material upon request.

Assistive Devices

EPA is committed to serving people with disabilities who use assistive devices. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will ensure easy access and entry to our premises as well as accommodating their needs during their visit at our locations.

Support Persons

EPA welcomes people with disabilities and their support person at all times. Fees will not be charged for their support person who is there to assist them with their disability.

Service Animals

EPA welcomes people with disabilities and their service animals. Service animals are allowed on all areas of our premises.

Notice of temporary disruption

EPA will notify customers promptly in the event of planned or unplanned disruption to the services or facilities for customers with disabilities. Some examples may be; construction or repairs to the parking lot or sidewalks outside of our facility, repairs or maintenance to our wheelchair accessible washrooms or treatment rooms, repairs or maintenance to our main wheelchair accessible entry way.

We will notify customers by telephone, email or clearly posted notices outside and inside of our facility depending on the severity of the disruption. Our notification will include the reason for the disruption, the anticipated length of time of the disruption and alternative options that are available

Training for Staff

EPA will provide training to all employees, volunteers, and others who deal with our clientele.

This training has been provided to all current employees and volunteers and will continue to be provided to all new hires during their orientation and training period.

CELEBRATING 25+ YEARS IN THE COMMUNITY

380 Eramosa Road
Guelph, ON N1E 6R2

www.erasosaphysio.com

Telephone: 519-767-9950

Fax: 519-767-9819

Offering Excellence in Orthopaedic Physiotherapy

Training will include;

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA)
- Tips and examples for interacting and communicating with people with various disabilities as well as their assistive devices, service animals and support persons
- A review of available assistive devices within our facility including; wheelchair accessible main door entry, wheelchair accessible restrooms, and reserved wheelchair accessible treatment rooms
- Each EPA member is trained and knowledgeable to do whatever is possible to assist a person with or without a disability in accessing our goods and services
- A review of our EPA AODA binder including a training log, which is kept in a easily accessible place for all staff to review at any time.
- Staff will be updated and trained when changes are made to our plan

Questions or Feedback

Customers who wish to provide feedback on the way EPA provides goods and services to people with disabilities can contact us. Feedback can be submitted through various channels, such as in person, by phone, email or through our website. All feedback will be reviewed and used to improve our services.

In person, by mail, or by suggestion box to:
380 Eramosa Road, Unit 28
Guelph, ON N1E 6R2

By Phone:
519-767-9950

By Fax:
519-767-9819

By email:
guelph@eramosaphysio.com

By website:
<https://eramosaphysio.com/>

Eramosa Physiotherapy Associates is dedicated to ensuring accessible customer service for all. We will work to remove barriers and provide a welcoming environment for our customers with disabilities. We appreciate the feedback of our customers to help us on our ongoing accessibility improvements.

CELEBRATING 25+ YEARS IN THE COMMUNITY

380 Eramosa Road
Guelph, ON N1E 6R2

www.eramosaphysio.com

Telephone: 519-767-9950

Fax: 519-767-9819

Offering Excellence in Orthopaedic Physiotherapy