

Accessible Customer Service Standard

CommuniCare Therapy is committed to providing accessible client-centred customer service to all members of the public, including people with disabilities. All CommuniCare team members strive to ensure the core principles within the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) are respected.

The core principles are:

- **Dignity:** Service is provided in a way that allows the person with a disability to maintain self-respect and receive respect from other people.
- **Independence:** When a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- **Integration:** Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar ways as others, unless an alternate measure is necessary to enable a person with a disability to access goods or services.
- **Equal Opportunity:** Service is provided to a person with a disability in such a way that they have an opportunity to access goods or services equal to those given to others.

CommuniCare respects a client with disabilities' right:

- To receive communications that are accessible and considerate of their specific needs. Including access to publicly available information in accessible formats or with communication supports upon request. CommuniCare will work with the individuals to determine the most effective method to support the understanding of both the content and intent of our communications.
- To use Assistive Devices to obtain, use or benefit from our goods and services.
- To use Service Animals when accessing our services. It is recognized that a Service Animal includes guide dogs and any other animal that may be required by a person with any disability as defined by AODA.
- To be accompanied by Support Persons when accessing our services. If necessary, CommuniCare may require a person with a disability to be accompanied by a support person for health and safety reasons, this would be done in consultation with the individual.
- To be notified of Temporary Disruptions in Services and Facilities.
- To receive services from an organization that is trained on applicable legislation and accessible customer service. Including how to interact with individuals with various disabilities, how to use assistive devices or provide accessible formats.
- To have access to CommuniCare's publicly available accessibility policies. Policies will be provided in accessible formats upon request.
- To provide feedback on the accessibility of our services and facilities.

CommuniCare Therapy's AODA policy is available on our website www.communicare.ca.

The following methods can be used for Feedback and Accessible Format Requests:

Email: info@communicare.ca

Via our website: <https://communicare.ca/contact-us/>

Phone: 613-738-2871

In person or in writing:

2723 Lancaster Rd. Suite 202

Ottawa ON K1B 0B1

CommuniCare Therapy is compliant with all requirements pursuant to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) CommuniCare's AODA Certification number is SCR346511.