Anishnawbeg Health Toronto

Accessibility Standard for Customer Service

Services to People with Disabilities

Anishnawbe Health Toronto is committed to excellence in serving all customers, including people with disabilities. AHT will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

Assistive Devices

AHT will ensure that staff members are trained and familiar with various assistive devices available on AHT premises or that AHT provides, which may be used by customers with disabilities while accessing AHT goods or services.

Communication

AHT will communicate with people who have disabilities in a manner that takes into account their disability.

Service Animals

AHT welcomes people with disabilities and their service animals. Service animals are permitted on AHT 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. Fees will not be charged for support persons to enter AHT’s premises.

Notice of Temporary Disruption

In the event of any planned or unexpected disruption to facilities or services that customers with disabilities rely on to access or use AHT services, AHT will make every reasonable effort to 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 posted on the AHT website at www.aht.ca or by any other method that may be reasonable under the circumstances.

**Feedback process**

Customers who have questions or who wish to provide feedback on the way AHT provides goods and services to people with disabilities can contact AHT through any of the following means:

- via email to jhester@aht.ca
- via telephone at 416-360-0486
- In person, via mail or courier to:
  
  Anishnawbe Health Toronto
  
  225 Queen Street East
  
  Toronto, ON
  
  M5A 1S4

All feedback, including complaints, will be handled through AHT’s Executive Director. Customers can expect to hear back within fifteen (15) business days.

**Modifications to this or other policies**

Any policy of AHT that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. This policy and its related procedures will be reviewed and amended as required and/or in the event of legislative changes.