



# SUTHERLAND-CHAN CLINIC

*creating healthier lifestyles*

## **Customer Service Policy Statement Providing Goods and Services to People with Disabilities**

### **Our Commitment**

**Sutherland-Chan Clinic** is committed to providing goods and services in a respectful manner to people with disabilities. We are also committed to providing people with disabilities the same access to goods and services

### **Providing Goods and Services to People with Disabilities**

**Sutherland-Chan Clinic** is committed to excellence in serving all Clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **1. *Communication***

We will communicate with people with disabilities in ways that take into account their Disability. All Associates who communicate with Clients will be trained on how to interact and communicate with people with various types of disabilities. We will provide alternate methods of communication when requested.

#### **2. *Telephone Services***

We are committed to providing fully accessible telephone service to our Clients. We will train Associates to communicate with Clients over the telephone by speaking clearly and slowly. We will offer to communicate with Clients by e-mail or operator assisted relay services if telephone communication is not suitable to their communication needs or is not available.

#### **3. *Assistive Devices***

We are committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our Associates are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

#### **4. Billing**

We are committed to providing accessible receipts to all of our Clients. For this reason, receipts will be provided within 7-days of a request in one or more of the following formats: hard copy, large print, e-mail, and/or reading the receipt out loud. We will answer any questions Clients may have about the content of their receipt in person, by telephone or by e-mail within 7-days.

#### **Use of Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal into the parts of our premises that are open to the public and other third parties. We will also ensure that all Associates are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter **Sutherland-Chan Clinics** premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, the registered massage therapist or receptionist at **Sutherland-Chan Clinic** will provide clients with notice. This notice will include information about the reason for the disruption and its anticipated duration. The notice will be placed at all public entrances and service counters on our premises.

#### **Training for Associates**

**Sutherland-Chan Clinic** will provide training to all Associates who deal with the public and all those who are involved in the development and approvals of our policies, practices and procedures. Individuals in the following positions will be trained during their on-boarding period:

- All Head Office Associates
- Clinic Managers
- Registered Massage Therapists
- Receptionists

A record of training will be maintained at the Home Office for all Associates excluding Registered Massage Therapists. Training records for Registered

Massage Therapists will be maintained at each location by the Clinic Manager.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act (2005) and the requirements of the customer service standard
- 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

Applicable Associates will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Associates will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **Feedback Process**

Feedback regarding the way **Sutherland-Chan Clinic** provides goods and services to people with disabilities can be made to the Head Office by e-mail at [mail@sc-clinic.com](mailto:mail@sc-clinic.com) or to our customer care line at 416-960-0745. Clients can expect to hear back in 7 days.

### **Modifications to This or Other Policies**

We are committed to developing Customer Service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

### **Questions About This Policy**

This policy exists to achieve service excellence to Clients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resources Department at **Sutherland-Chan Clinic**.