



MEDICAL LABORATORIES OF WINDSOR

ACCESSIBLE CUSTOMER SERVICE PLAN PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

Medical Laboratories of Windsor Limited ("MLW") is committed to excellence in serving all patients including people with disabilities.

ASSISTIVE DEVICES

We will ensure that our staff is trained and familiar with various assistive devices that may be used by patients while accessing our services.

COMMUNICATION

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

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our 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.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for patients with disabilities, MLW will 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.

This notice will be placed at the affected facility.

TRAINING FOR STAFF

MLW will provide training to all employees who deal with the public and/or contractors.

The training will be provided to person as soon as practicable after he or she is assigned the applicable duties and annually thereafter.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- MLW's plan/policy related to 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
- What to do if a person with a disability is having difficulty in accessing our services
- This training is completed by staff on an annual basis

FEEDBACK PROCESS

Patients or others who wish to provide feedback on the way MLW provides services to people with disabilities can phone, email, verbally, via suggestion box located at each facility and in person.

All feedback will be directed to the Quality Manager.

Customers can expect to hear back in 7 days. Complaints will be addressed according to our organization's regular complaint management procedures.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of MLW that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

For further information regarding *Accessibility Standards for Customer Service*, refer to the MLW policy #49677.1140