

## East End Community Health Centre

### Accessible Customer Service Plan

October 2021

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

East End Community Health Centre (CHC) is committed to excellence in serving all clients including people with disabilities.

East End CHC is in compliance with the Accessible for Ontarians with Disabilities Act (AODA) Customer Service, Information & Communications and Employment Standards.

East End CHC is also Rick Hansen Foundation Accessibility Certified. Please see certification here ([link](#)).

Below is an outline of our Accessible Customer Service Plan to date.

#### Client Service

- All staff, students and volunteers are trained in providing accessible client service. Training is part of orientation and a condition of employment.
- Support persons assisting individuals with communication, mobility or personal care, are welcome
- Assistive hearing devices are available for client use ie. hearing loops
- Guide dogs and service animals are welcome
- Interpretation services are available in over 100 language

#### Physical Space

- East End CHC is wheelchair accessible. This include accessible washrooms, an elevator, and parking spaces for clients with disabilities.

#### Access to Information

- East End CHC's website is equipped with the Browse Aloud accessibility software
- Upon request, communication materials such as flyers, newsletters, brochures, etc. can be provided in an alternative format. The information will be provided to the client in a timely manner and free of cost.

#### Feedback process

East End CHC accepts feedback using a variety of methods including:

- In-person/email: to any East End CHC staff member who will document the feedback and pass it on to the Director, Primary Health Services.
- Email: [communications@eastendchc.on.ca](mailto:communications@eastendchc.on.ca)
- Phone: 416-778-5858
- Mail: East End CHC – Attn: Director, Primary Health Services, 1619 Queen Street East, Toronto, ON M1L 1G4