

## ***Providing Goods and Services to Ontarians with Disabilities Policy***

Effective Date: July 11, 2012

Review Date: July 11, 2014

### **1. PURPOSE**

The Ontario Medical Association strives at all times to respect the dignity and independence of Ontarians with disabilities. We are also committed to giving our members<sup>1</sup> with disabilities the same opportunity to access and benefit from our services, in the same place and in a similar manner as others do. This policy aims to ensure that staff, volunteers, and all others who deal with members on our behalf, are properly trained in the provision of accessible customer service.

### **2. SCOPE**

This policy applies to all OMA employees, volunteers, and any other persons dealing with members on our behalf.

### **3. DEFINITIONS**

Not applicable.

### **4. POLICY SPECIFIC INFORMATION AND RESPONSIBILITIES**

#### **Our Mission**

The mission of the Ontario Medical Association is to:

- Represent and serve Ontario physicians.
- Provide leadership for an accessible, quality health-care system.
- Advocate for the health of Ontarians.

#### **Our Commitment**

In fulfilling our mission, the Ontario Medical Association strives at all times to respect the dignity and independence of members with disabilities. We are also committed to giving members with disabilities the same opportunity to access and benefit from our services, in the same place and in a similar manner as others do.

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<sup>1</sup> The Ontario Medical Association provides goods and services primarily to its physician members. Where goods and services are provided to the public, the same policies and procedures would apply.

## **5. POLICY STATEMENTS SPECIFIC INFORMATION AND RESPONSIBILITIES**

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

The Ontario Medical Association is committed to excellence in serving all members, including those with disabilities, and we will carry out our functions and responsibilities in the following areas:

- We will communicate with members with disabilities in ways that take into account their disability. This will include training staff on how to interact and communicate with members with various types of disabilities.
- We are committed to providing fully accessible telephone service to members that have a disability. This will include training staff to communicate with members over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication is not suitable to a member's communication needs or is not available, we will offer to communicate with members via email or in person.
- We are committed to serving members with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by members with disabilities while accessing our services. We will also ensure that staff knows how to use any assistive devices available on our premises.

We are committed to providing accessible invoices to all of our members. Invoices will be provided, upon request, in the following formats: electronic copies, large print, or other formats that are reasonable to provide for a specific circumstance. We will answer any questions members may have about the content of the invoice in person, by telephone or via email.

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

The Ontario Medical Association is committed to welcoming members with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and all others dealing with members are properly trained in how to interact with members with disabilities who are accompanied by a service animal.

If the service animal is excluded from the premises by law, we will ensure that other measures are available to enable a member who requires the use of a service animal to obtain, use or benefit from our services.

The Ontario Medical Association is committed to welcoming members with disabilities who are accompanied by a support person. Any member with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a member 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**

The Ontario Medical Association will provide members with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises, and will be included on our website.

## **Training for Staff**

The Ontario Medical Association will provide training on the provision of our services to members with disabilities, to all employees, volunteers and others who deal with members or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. All OMA employees will be trained.

The training will be provided within one month of staff commencing their duties. Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the Customer Service Standard.
- How to interact and communicate with members with various types of disabilities.
- How to interact with members with disabilities who use an assistive device or require the assistance of a service animal or support person.
- How to use any equipment available on our premises that may help with the provision of our service to members with disabilities.
- What to do if a member with a disability is having difficulty in accessing our services.
- Our policies, practices and procedures relating to the Customer Service Standard.

Staff will be trained on an ongoing basis when changes are made to our policies, practices and procedures.

## **Feedback Process**

The ultimate goal of the Ontario Medical Association is to meet and surpass member's expectations while serving those with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide goods and services to members with disabilities can be made by telephone, in writing, fax, or in electronic format, including email. All feedback should be directed to the OMA Response Centre ([response.centre@oma.org](mailto:response.centre@oma.org)). Members can expect a response within 10 business days.

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

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

Any policy of the Ontario Medical Association that does not respect and promote the dignity and independence of members with disabilities will be modified or removed.

## **Questions about this Policy**

This policy exists to achieve service excellence to members with disabilities. If anyone has a question about the purpose of this policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resources department of the Ontario Medical Association.

## 6. SUPPORTING/REFERENCED DOCUMENTS AND TEMPLATES

Use Type	Document Title
Referenced	Accessibility for Ontarians with Disabilities Act, 2005

## 7. RESPONSIBILITIES

POSITION	ACTIONS
CEO (Approver) or Designate	Approve operating policies and/or procedures.
Human Resources	Communicate and provide guidance on this policy to all employees. Coordinate/provide essential training. Investigate and respond to questions about this policy.
Member Services	Provide feedback mechanism through OMA Response Centre and respond to feedback, if necessary.
Office Services/ Information Management	Provide members with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises, and will be included on our website.
Information and Records Management (Custodian)	Review and provide additional metadata as required. Publish to StaffNet. Notify Authoring Department when each policy reaches its review date. Maintain original documentation for archiving.
Department Directors	Each supervisor is responsible for communicating this policy to its employees. Monitor compliance with this policy by employees. Obtain training for employees if required.
Employees	Acknowledge as required and comply with policies/procedures.

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Process/Service Owner: Human Resources



Approved By

July 11, 2012  
Approval Date