

Accessibility Plan

(Effective September 2020)

Providing goods and services to people with disabilities.

Les Fondations Brisson Inc. strives to provide services in a manner that is accessible to all our clients, and respects the dignity, independence, and integration of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefit of the same services, in the same place.

ASSISTIVE DEVICES

We ensure that our team members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Les Fondations Brisson Inc. are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.

COMMUNICATION

We communicate with people with disabilities in ways that consider their disability. We are flexible in our approaches.

SERVICE ANIMALS

We are committed to welcoming people with disabilities who are accompanied by a service animal (not necessarily only dogs) on the parts of our premise that are open to the public.

SUPPORT PERSONS

A person with a disability who is accompanied by a support person is 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 customers with disabilities, we will notify patients 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 placed at the administration desk.

TRAINING FOR STAFF

Les Fondations Brisson Inc. will provide training to team members who deal with the public.

This training will be provided to team members during their first six months of employment. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Les Fondations Brisson Inc. plan 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 the company goods and services.

*Staff will also be trained when changes are made to this plan.

FEEDBACK PROCESS

The ultimate goal of Les Fondations Brisson Inc. is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way Les Fondations Brisson Inc. provides services to people with disabilities may be made by email to finance@fondationsbrisson.com and/or by phone 613-764-1530.

Complaints will be addressed according to our organization's regular complaint management and the company shall respond within 7 days when possible.

MODIFICATIONS TO THIS OR OTHER POLICIES

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

LAST UPDATED: August, 2021