

Procedure	AODA Feedback Process	Procedure Number	5.10.10.P7
Refer to	Accessible Customer Service Policy Number 5.10.10	Original	February 22 2010
		Reviewed	May 2023
		Revised	May 2023
		Next Review Date	May 2025
Written by	Corporate Services	Approved by	Medical Officer of Health

The Haliburton, Kawartha Pine Ridge District Health Unit (herein referred to as “HKPR”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

HKPR is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HKPR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HKPR is committed to excellence in providing programs, services, and/or facilities to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

HKPR welcomes feedback on how we provide programs, services, and/or facilities to persons with disabilities, in person, by telephone, electronic, or hard copy correspondence. Upon request, the Health Unit will provide or arrange for the provision of accessible formats and/or communications supports. Feedback from our customers will assist with identifying barriers and effectively respond to concerns.

The steps for employees to facilitate the feedback process are as follows:

1. Provide members of the public who wish to provide feedback surrounding an accessibility issue with a copy of form CorpServ201, or direct them to the Health Unit website where they can access form CorpServ201 at www.hkpr.on.ca/my-health-unit/accessibility/.
2. Complete form CorpServ201 upon receipt of a complaint from a member of the public regarding accessibility issues and forward the completed form CorpServ201 to the Human Resources department within 48hours of receiving the complaint.
3. Complete form CorpServ-201 if the employee has a personal accessibility concern and forward it to the Human Resources department.

The Human Resources department will:

1. Log and investigate the feedback, including complaints, within 5-business days of receipt.
2. Acknowledge the feedback in writing, in person or by telephone, electronic, or hard copy correspondence describing the course of action to be taken in response to the feedback, within 10-business days of receipt.
3. Facilitate completion of the course of action to be taken.
4. Report annually in February to the Executive Committee on feedback received the previous calendar year.

Source documents:

Accessibility for Ontarians with Disabilities Act