

ACCESSIBILITY POLICY

Kimberlee Robertson-Woods Optometry Professional Corporation

ACCESSIBLE CUSTOMER SERVICE PLAN: PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Kimberlee Robertson-Woods Optometry Professional Corporation is committed to excellence in serving all customers including people with disabilities.

ASSISTIVE DEVICES

We will ensure that our team is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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 customers with disabilities, Kimberlee Robertson-Woods Optometry Professional Corporation 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. The notice will be placed at the entrance, on the reception desk, on social media and our website.

TRAINING

Kimberlee Robertson-Woods Optometry Professional Corporation will provide training to team members, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: Doctors of Optometry, Office Managers, Opticians, Optometric Assistants and any other positions that we might employ in the future.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - Kimberlee Robertson-Woods Optometry Professional Corporations' plan related to the customer service standard.
 - How to interact and communicate with people with various types of disabilities
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- 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 Saugeen Shores Family Eye Care's goods and services

Staff will also be trained when changes are made to the accessible customer service plan.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Kimberlee Robertson-Woods Optometry Professional Corporation provides goods and services to people with disabilities can provide feedback via email, phone or verbally with a team member. All feedback, including complaints, will be shared with the entire Leadership Team. In the event that the feedback or complaint is directed towards a specific team member, the feedback or complaint will be shared with them as well.

Customers can expect to hear back in 2 business days from the time we receive the feedback or complaint.

NOTICE OF AVAILABILITY

Kimberlee Robertson-Woods Optometry Professional Corporation will notify the public that our policies are available upon request by posting a notice on our website.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of Kimberlee Robertson-Woods Optometry Professional Corporation that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
