



## ACCESSIBILITY POLICY

Lemonade Physiotherapy is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

### General

Lemonade Physiotherapy is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities.

Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Staff will complete the training modules offered at [www.accessforward.ca](http://www.accessforward.ca) and the following additional direction will be provided to staff, as needed:

- How to offer help to clients with disabilities and/or assistive devices entering the building (in the absence of power doors)
- How to ensure accessible parking spaces are available for patients with disabilities
- How to help patients on/off treatment beds
- How to create treatment plans in alternate formats

### Customer Service

To provide accessible customer service, Lemonade Physiotherapy will:

- Train staff and volunteers to serve customers of all abilities.
- Allow service animals and support persons.
- Welcome feedback from clients through an online survey completed at the clinic.
  - This survey will request feedback from patients regarding accessible customer service and it will notify clients that support is available to patients with disabilities to complete the survey.
- Inform clients when accessible services (e.g., accessible parking spaces, accessible washrooms) are temporarily unavailable.

### Information and Communications

Lemonade Physiotherapy is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials



in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information, if any. We will let people know that they can request accessible formats and/or communication supports on our website.

Lemonade Physiotherapy will consult with people with disabilities to determine their information and communication requirements, as needed.

We will work to make our website as accessible as possible.

### **Employment**

Lemonade Physiotherapy will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired, using the following text on our job postings and/or website:

“Lemonade Physiotherapy welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.”

If needed, we will provide customized workplace emergency information to employees who have a disability.

Our performance management, career development and redeployment processes will take into account the accessibility needs of employees with disabilities, as needed.

### **Design of Public Spaces**

Lemonade Physiotherapy will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to service-related elements like service counters, fixed queuing lines and waiting areas in the future.

### **Modifications to this or other policies**

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.