

## Everest SurgiCentre Accessibility Policy

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### 1. Statement of Organizational Commitment

Everest SurgiCentre is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way 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. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

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### 2. Training

We are committed to train all staff in accessible customer service, and in other Ontario accessibility standards. We provide all staff with access to training and provide training in respect to any changes to our policies.

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### 3. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities. In cases where the assistive device presents a significant and unavoidable health and safety concern or may not be permitted for other reasons, other measures will be used to ensure a person with a disability can access our facilities.

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### 4. Support Persons

A person with disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

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### 5. Notice of Temporary Disruption

In the event of planned or unexpected disruption to services or facilities for patients with disabilities, this organization 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.

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## **6. Feedback Process**

Everest SurgiCentre welcomes feedback on how we provide accessible services. Feedback will help us identify any barriers and respond to concerns.

Feedback can be sent to our Director of Operations: [jennifer.kearns@focuseye.com](mailto:jennifer.kearns@focuseye.com)

Everest SurgiCentre ensures our feedback process is accessible to people with disabilities by providing accessible formats and communication supports, on request.

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## **7. Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.