

Accessibility Plan – November 2023

Dr. Steven V Zizzo Medicine Professional
Corporation o/a Winterberry Family
Medicine

Message from the Medical Director/Owner, Dr. Steven V Zizzo

As the Medical Director of Winterberry Family Medicine, my priority is to help our patients live their best life. This promise includes all patients, including those who require accessibility accommodations in our clinic and online. As a team we have worked hard to identify areas where we can better welcome patients with enhanced accessibility needs.

To date we have instituted many changes in our clinic that make our clinic accessible and welcoming to people of all abilities and challenges. Online we've ensured that our website is fully accessible to every web visitor; regardless of their challenges or unique needs.

At Winterberry we are committed to being fully accessible to all our patients, team members and the community at large. We honour this commitment through ongoing audit, engagement, learning and attention.

Introduction

Winterberry Family Medicine strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Winterberry Family Medicine is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every staff member as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1: Past Achievements to Remove Barriers

Winterberry Family Medicine has completed the following accessibility initiatives.

Customer Service

Winterberry Family Medicine welcomes the use of Service Animals, Support Persons, and Assistive Devices for patients requiring such supports.



Winterberry Family Medicine will ensure appropriate and accessible customer service is at the forefront of all staff member's minds.

Winterberry Family Medicine has a Patient Experience Coordinator for any customer service concerns/complaints that can be contacted.

Information and Communications

Winterberry Family Medicine has implemented a third-party company to monitor and maintain our website for compliance with the AODA.

Winterberry has posted the Accessibility Policy and this Accessibility Plan on our website. Accessible formats can be requested.

Employment

Winterberry Family Medicine ensures that all job postings include a statement of inclusion and accommodation for people with disabilities.

Training

Winterberry Family Medicine has provided AODA training and recently (2023) added the *Ontario Human Rights Code with the AODA Training* for all current staff and new staff going forward.

Section 2: Strategies and Actions

Customer Service

Winterberry Family Medicine is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Winterberry will continue to offer AODA training that goes over the Customer Service Standards.

Information and Communications

Winterberry Family Medicine is committed to making our information and communications accessible to people with disabilities.

Winterberry Family Medicine will communicate with persons with disabilities in ways that considers their disability. This means employees will communicate in a way that enables persons with disabilities to communicate effectively for purposes of using, receiving, and requesting our goods, services, and facilities.

Employment

Winterberry Family Medicine is committed to fair and accessible employment practices.



Winterberry Family Medicine is committed to its duty to accommodate an employee and to actively engage in the accommodation process with employees, their physicians, and, where applicable, their representatives.

The Accessibility policy covers all employees of Winterberry Family Medicine requiring short or long-term accommodation because of any injuries, disabilities, or illness originating on or off the job, or any other protected need or rights under applicable human rights legislation.

Training

Winterberry Family Medicine is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

This will be offered to all new hires and will be completed by all current staff prior to December 31, 2023.

For more information

For more information on this accessibility plan or for copies of standard/accessible formats are free on request from, please contact:

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Our accessibility plan is publicly posted at our website: www.winterberrymedical.ca/accessibility-policy/