



Accessible Client Service Plan under the Accessibility for Ontarians with Disabilities Act, 2005

Preamble

Brainworks is a client-centred company that provides practical and meaningful rehabilitation services to individuals and families living with the effects of brain injury, chronic pain, post-traumatic stress and other challenges. Brainworks is committed to excellence in serving all clients including people with disabilities. In fact, virtually all Brainworks clients live with a range of disabilities and all services are adapted to meet their needs. In keeping with the Accessibility for Ontarians with Disabilities Act, 2005, we are publishing our company's plan for accessibility standards for customer service.

Assistive devices

We ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

Communication

We 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. Brainworks does not charge any additional fees to clients who are accompanied by support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, Brainworks will notify clients promptly. This 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 communicated to clients by mail, telephone or in person, according to the usual means of communication agreed to with clients during the course of treatment.

Training for staff

Brainworks provides training to all employees and, if deemed necessary, to volunteers and others who deal with its clients or other third parties on their behalf. Generally speaking, all Brainworks clinical and managerial staff are trained, as are administrative staff who regularly come into contact with clients.

Training is provided to new staff within one month of their first date of employment.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Brainworks' accessible customer service plan.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use devices that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Brainworks' goods and services

Staff are also updated on changes to Brainworks' accessible customer service plan.

Feedback process

Clients who wish to provide feedback on the way Brainworks provides goods and services to people with disabilities can send their comments to Brainworks using the contact information at the end of this document. All feedback should be directed to the Manager, Human Resources. Clients can expect to receive a response within one week of its receipt at the office. Complaints will be addressed according to Brainworks' regular complaint management procedures.

Modifications to this or other policies

Any Brainworks policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Contact information

Head Office: 79 Ridout Street South, London ON N6C 3X2

Phone: 519-657-1180

Toll Free: 866-394-6240

Fax: 519-657-1180

Internet: www.brainworksrehab.com

Email: info@brainworksrehab.com

APPROVED: November 22, 2011