

## Office Accessibility

The studio office is wheelchair accessible from street level with ramp access to the office entrance.

The office washroom is not wheelchair accessible but does have some assistive devices. The washroom entrance is 2 steps up from ground level; there is a handrail for assistance. The washroom itself has 2 grab bars for assistance, one beside the toilet, and one beside the sink.

## **Accessibility Policy for People with Disabilities**

### **Dr. Valerie Fitzpatrick**

Amended October 27, 2025

Dr. Valerie Fitzpatrick will make every effort to identify any existing barriers in the clinic in order to provide equal opportunity for patients to access the services provided by Dr. Valerie Fitzpatrick. Consultation with members of the disabled community will also be undertaken, if necessary, in order to gather information and establish best practices for providing customer service to any patients or potential patients who may be disabled. Review and updating of policies and procedures will be carried out when required, to ensure that all existing patients are able to access the services provided by Dr. Valerie Fitzpatrick

### **Accessible Customer Service Training**

Dr. Valerie Fitzpatrick will ensure that all employees and volunteers are trained under the requirements of the Accessible Customer Service for the Disabled Standard (429/07). Any new employees will be trained within 6 months from the start date of their employment regarding accessible customer service.

### **Feedback Process**

Dr. Valerie Fitzpatrick will comply with the Accessibility for Ontarians with Disabilities Act. If a complaint has been put forth, Dr. Valerie Fitzpatrick will review the scenario and make every effort to accommodate the requests of the individual or group in a manner that is satisfactory to all without causing undue hardship to anyone. This may include, but may not be limited to, taking the following actions:

- Utilizing the Customer Feedback Form

- Calling the complainant and discussing the remedial action using a manner that takes into account the complainants disability.
- Seeking the recommendations of an association associated with the disability in question.

The feedback process will take into account the individual's disability, and will be made available through a variety of methods such as:

- In person
- On the telephone
- In writing
- By E-mail

Dr. Valerie Fitzpatrick will respect the individual's right to privacy under Ontario's Privacy Information Protection Act (PIPA) and will abide by the rules of PIPA regarding any request for information.

### **Communication**

Any communication between Dr. Valerie Fitzpatrick and their patients or the public will be conducted in a manner that takes into account an individual's disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case-by-case basis. This may include, but will not be limited to, the following methods of communication:

- Verbal communication
- Written communication
- Digital communication which may include e-mail, video, text
- Hand gestures

### **Notice of Temporary Disruption of Service**

Dr. Valerie Fitzpatrick will ensure that any **expected temporary disruption of service** will be identified and communicated to their patients through the following means:

1. Notification of disruption will be placed on the online booking site.
2. Notification of disruption will be indicated in writing and placed on the notice board in the studio office. (Priority and consideration will be given to any security issues).

Dr. Valerie Fitzpatrick will ensure that any **unexpected temporary disruption of service** will be identified and relayed to the public through the following means:

1. Notification of disruption will be placed on the email auto response.
2. Notification of disruption will be indicated in writing and placed on the entrance door to the studio office. (Priority and consideration will be given to any security issues).
3. Notification of disruption will be placed on the online booking site.

4. Notification of extended disruption will be placed on the office website.

The Notification of Temporary Disruption of Service will include the following information:

1. The reason for the disruption of service.
2. The expected length of the disruption of service.
3. A description of alternate services if available.

### **Assistive Devices and Mobility Aids**

Dr. Valerie Fitzpatrick will ensure that all employees and volunteers are familiar with any assistive devices that may be used by any of their patients. Employees of Dr. Valerie Fitzpatrick will adhere to the following guides when interacting with either existing patients or potential patients that require assistive devices.

1. Ask if the patient requires assistance.
2. If assistance is required, clinic staff will listen to the instructions of the patient requiring assistance and repeat the instructions back to the patient so that all instructions are clearly understood and executed.
3. Only chiropractors will be allowed to offer advice on the use of assistive devices.
4. If an individual's assistive device cannot be utilized within the office, other arrangements for the access of our services will be made.
5. All clinic staff of Dr. Valerie Fitzpatrick will be informed of the areas of the office that must be kept clear of assistive devices due to safety regulations and will make other arrangements for access of services if required.
6. All clinic staff of Dr. Valerie Fitzpatrick will be familiar with the operation and use of any assistive devices that may be supplied by Dr. Valerie Fitzpatrick for use by its patients or potential patients.
7. There is ramp access to the office entrance, for ease of accessibility for walkers, rollators, and wheelchairs.
8. The washroom is not wheelchair accessible but does have some assistive devices. The washroom entrance has a handrail for assistance - and requires taking 2 steps up. The washroom itself has 2 grab bars for assistance, one beside the toilet, and one beside the sink

### **Services Animals**

Dr. Valerie Fitzpatrick will familiarize its clinic staff and volunteers regarding the treatment and rules pertaining to the use of service animals.

At no time will clinic staff of Dr. Valerie Fitzpatrick prevent an individual requiring the use of a service animal from accessing the services of the service animal while on the premises.

## **Support Persons**

Dr. Valerie Fitzpatrick will familiarize clinic staff with the treatment of and rules pertaining to the use of support persons.

At no time will the clinic staff of Dr. Valerie Fitzpatrick prevent an individual requiring the use of a support person from accessing the services of the support persons while on the premises.

Dr. Valerie Fitzpatrick clinic staff will treat every individual with respect and will direct all attention to them and address the support person only when required.

## **Alternate Formats of Communication**

Dr. Valerie Fitzpatrick will reasonably endeavour to provide, if requested, alternate formats of items such as this Policy, Practice and Procedure document as well as invoices and other applicable reports. These formats may include, but are not limited to:

- hard copy with large font type
- electronic text messaging.
- oral communication

Since it would cause undue hardship on Dr. Valerie Fitzpatrick to provide the requested information in all forms of alternate formats and is not feasible to do so, all efforts will be made to reasonably accommodate any request for information in an alternate format.