



North Lambton  
Community  
Health Centre

- Website: [www.nlchc.com](http://www.nlchc.com)
- Facebook:  
[www.facebook.com/NorthLambtonCHC](http://www.facebook.com/NorthLambtonCHC)
- Email: [nlinfo.com](mailto:nlinfo.com)

# Accessible Customer Service



## Use of Service Animals:

Service animals are welcome at all our sites.

Exceptions to the access of service animals to all areas within our sites include:

- ⇒ Kitchen areas when food is being prepared
- ⇒ Treatment/Exam Rooms when a medical procedure requiring implementation of elevated infection control practices

Until we know you well, advance notification that you will be coming in with a service animal would be appreciated as we may need to accommodate a staff member's need for their own health and safety.

## Programs are free.

### Use of Support Persons:

Support Persons are welcome at all our sites and programs.

All programs offered through the North Lambton Community Health Centre are free of charge—for participants and a support person if they have one.

### General Policies, Practices, & Procedures

The North Lambton Community Health Centre has many policy and procedure manuals outlining general practice guidelines for both primary care services and health promotion programs.

### Client Policy: Providing Customer Service to People with Disability

outlines the North Lambton Community Health Centre's commitment to comply with the Accessibility Standard for Customer Services, Ontario Regulation 429/07, created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The policy discusses the subjects of

- ◆ Communication
- ◆ Telephone Services
- ◆ Assistive Devices
- ◆ Use of Service Animals
- ◆ Use of Support Persons
- ◆ Notice of Temporary Disruption
- ◆ Training for Staff
- ◆ Feedback Process
- ◆ Modifications to Policies

### Training for All Staff & Volunteers:

Effective January 2012, all North Lambton Community Health Centre staff will have received training on how to provide accessible customer service, providing for equality of opportunity, dignity, independence, and integration of all person using its services—including persons with disabilities. Our volunteers are included in receiving this training.

The "Accessible Customer Service Guide" used to provide this training is available for your review.

## **Notice of Temporary Disruptions**

- ◆ Regular hours of operations and known holidays are available on our phone systems and our website.
- ◆ Signage for known disruptions will be posted at each site affected, about one week prior to the holiday.
- ◆ Unknown disruptions could be caused by such occurrences as snow storms and/or power outages. In these situations, the North Lambton Community Health Centre will firstly update the phone message at the sites affected, and will then move to other means of notification such as our website, signage, and/or radio announcements.
- ◆ Whenever you have a question regarding a site being open, please phone or check the website as your first resource.

**Telehealth Ontario:  
1-866-797-0000**

### **Communication:**

We are committed to our clients and participants to ensure communication happens in any manner that best suits the person's needs and our ability to do so.

Please help us to help you—let us know what communication method would work best for you.

If you use a communication device, please feel free to bring it with you.

Staff are willing to use the Bell Relay Service available free of charge by calling 1-800-855-0511.

## **Expressing your feedback improves things for everyone.**

If you have feedback about any services you have received at a North Lambton Health Centre site or program, please, always feel free to communicate directly to the staff member involved.

If for some reason you are unable to communicate directly to the staff member involved, please feel free to speak or write to

Kathy Bresett, Executive Director  
519-786-4545

## **CLIENT FEEDBACK**

**The Client Feedback brochure is available in the Reception/Waiting area of each site.**

## **Documentation Available Upon Request:**

- Client Feedback Brochure
- Client Policy #22.0  
Providing Customer Service  
People with Disabilities
- Accessible Customer Service Guide
- Client's Rights & Responsibilities

---

NLCHC Client Form #002—Accessible Customer Service



**Ontario's Community  
Health Centres**

## **North Lambton Community Health Centre Sites:**

### **North Lambton CHC (Forest):**

#3—59 King Street West  
Forest, Ontario  
N0N 1J0  
Phone: 519-786-4545  
Fax: 519-786-3023

### **North Lambton CHC (Kettle Point):**

6275 Indian Lane  
Forest, Ontario  
N0N 1J1  
Phone: 519-786-2700  
Fax: 519-786-4992

### **East Lambton CHC:**

536 Simcoe Street, PO Box 689  
Watford, Ontario  
N0M 2S0  
Phone: 519-333-2747  
Fax: 519-333-6447

### **West Lambton CHC:**

Suite 100, 429 Exmouth Street  
Sarnia, Ontario  
N7T 5P1  
Phone: 519-344-3017  
Fax: 519-344-6436