

## CLIENT FEEDBACK

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

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

Feedback can be provided by various methods:

- ◆ Client feedback papers available in all waiting rooms
- ◆ Online, using the Inquiries & Feedback icon of the NLCHC's website
- ◆ In person, by calling to arrange a good date and time for a face-to-face conversation



### Documentation Available Upon Request:

- ◆ NLCHC's Accessibility Plan
- ◆ Client feedback papers
- ◆ Quality Client Experience Policy: Providing Customer Service to People with Disabilities
- ◆ Client's Rights & Responsibilities

### 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

#### **Cardio Pulmonary Rehabilitation**

#10—460 Christina Street North  
Sarnia, Ontario, N7T 5W4  
Phone: 519-491-2123  
Fax: 519-491-6575



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:**

Designated, identified, and controlled service animals are welcome at all NLCHC sites. NLCHC may ask for proof of the animal's designation as a service animal.

When necessary, accommodations will be arranged to meet both the needs of the client accompanied by a service animal and the staff right to a safe workplace.

Service animals are not permitted in:

- ⇒ Kitchen areas when food is being prepared
- ⇒ Clinical Rooms when a medical procedure requiring elevated infection control

### **Use of Support Persons:**

Support Persons are welcome at all our sites and programs.

Most programs offered through the NLCHC are free of charge—for participants and a support person if they have one.

### **General Policies, Practices, & Procedures**

Quality Client Experience Policy: Providing Customer Service to People with Disabilities outlines the NLCHC'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:**

All NLCHC staff have received training on how to provide accessible customer service, providing for equality of opportunity, dignity, independence, and integration of all persons using its services—including persons with disabilities. Our volunteers are included in receiving this training.



### **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.
- ◆ Unknown disruptions could be caused by such occurrences as snow storms and/or power outages. In these situations, the NLCHC 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.



### **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