

## **Accessible Client Service Plan**

Ireland Manual Physiotherapy is committed to excellence in serving all clients including people with disabilities.

### ***Assistive Devices***

Ireland Manual Physiotherapy will make every reasonable effort to make all aspects of our service accessible to all individuals requiring assistive devices. We will ensure that our staff are trained and confident with various assistive devices that may be used by clients accessing our services.

### ***Support Persons***

Clients of Ireland Manual Physiotherapy requiring the assistance of a support person will be freely permitted to have that individual accompany them throughout all aspects of their care. However, due to the confidential nature of our services, our client may decide on the extent to which their support person is present during their appointment time. Should they choose to not have their support person present at their appointment our staff will make every reasonable effort to accommodate their needs and preferences. Additionally, staff and associates will make a concerted effort to communicate with our clients in a manner that respects their dignity and right to information.

### ***Communication***

We will communicate with people with disabilities in ways that take into account their disability, and whenever possible, in their preferred manner of communication in order to maintain their personal dignity and permit full access to the services provided at Ireland Manual Physiotherapy.

### ***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.

### ***Facility Access***

Ireland Manual Physiotherapy is fully accessible to individuals with mobility impairments (i.e.: crutches, canes, walkers, wheelchairs). If further assistance is required, a staff member will be available.

### ***Feedback Process***

Clients who wish to provide feedback on the way Ireland Manual Physiotherapy provides its services to people with disabilities can do so in person, by phone, or by e-mail. All feedback will be directed to the Business Manager. Clients can expect to hear back in two to three business days. Complaints will be addressed according to our organization's regular complaint management procedures.

### ***Modifications to This or Other Policies***

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