



Process for Providing Feedback

Customer Service Standard

Accessibility for Ontarians with Disabilities Act, 2005

Providence Healthcare is committed to improving accessibility for Ontarians with disabilities. To do so, we rely on feedback of those in our care, their families, friends, visitors, patients, physicians, volunteers and our community.

Annual Accessibility Plan

Environmental Services at Providence annually develops an Accessibility Plan. Before the plan is developed, the Environmental Quality Committee meets to review the previous plan and to provide progress updates from across the organization.

As part of the development of the annual plan, the 'Accessibility Survey' is distributed to all employees, physicians and volunteers, as well as all patients, residents and their families (sample attached).

Completed surveys are collected and categorized. Identified barriers are incorporated into the new annual plan for review, goal-setting and monitoring.

People in Our Care

If feedback is received from someone in our care by a member of the health care team, the employee will respond with information learned through his/her training. If the feedback requires further attention or follow-up that is outside the scope of the employee's tasks, the patient will be advised to contact Environmental Services at 416-285-3666 ext. 4213.

Patients may also provide feedback anonymously by using the feedback form included with the *Accessibility at Providence Healthcare* brochure.

Visitors

Visitors can share their feedback or concerns using the following mechanisms:

Feedback Form

Using the form included with the *Accessibility at Providence Healthcare* brochure

Email

Feedback also may be provided by email at:

info@providence.on.ca

Emails are received by Communications and forwarded to the appropriate department for response

The email address may be access on the Providence Healthcare web site at:

www.providence.on.ca General Information > Accessibility

Mail

Feedback also may be submitted in writing to:

Providence Healthcare
3276 St. Clair Avenue East
Toronto, Ontario M1L 1W1

Telephone

Call Environmental Services at 416-285-3666 ext. 4213.

Acknowledgements will be sent within five business days of receipt.

Employees/Physicians/Volunteers/Contractors/Students

If an employee/physician/volunteer/contractor or student has feedback to share on accessibility, it should be given to the person responsible for that area.

If further attention is required, it will be given to the Director, Environmental Services.