

Accessibility Pledge

Seaway Valley Community Health Centre (SVCHC) welcomes and encourages people living with disabilities to use our services. We will provide access to our services for people with disabilities in a way that respects their right to dignity, independence and integration. We strive to provide service to everyone in a welcoming and supportive environment. We will consider the individual needs of people with disabilities in delivering service by:

- Considering individual and special needs when applying SVCHC policies and procedures
- Communicating with people in a way that meets their needs
- Welcoming feedback and suggestions about services in a variety of formats
- Welcoming accompanying support people
- Offering a range of assistive devices
- Welcoming service animals
- Letting people know if services are not available where possible, for example, if a program is going to be closed or if the website is not available
- Ensuring emergency responses address accessibility
- Training staff and volunteers to provide the best possible service
- Providing a forum for addressing concerns or challenges associated with accessing our services including our suggestion box and complaints procedures
- Ensuring the Executive Director's name and contact information is available both at program sites and on our website
- Providing opportunities for continuous improvement and regular review of accessibility policies and procedures

Every One Matters.