Policy for Providing Care to Women with Disabilities (as per Accessibility for Customer Service Standard, AODA 2005)

Womancare Midwives is committed to the principles of independence, dignity, integration and equal opportunity when providing care to all clients including women with disabilities.

**Assistive devices**

We will ensure that staff and midwives are trained and familiar with various assistive devices we have on site or that we provide that may be used by clients with disabilities while accessing our services.

**Communication**

We will communicate with people with disabilities in ways that take into account their disability.

**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.

**Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

**Training**

Womancare Midwives will provide training to midwives, employees, students, volunteers and others who deal with the public. Training will be provided to new staff, students, volunteers and midwives as part of their orientation to Womancare Midwives. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of midwifery care.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Womancare Midwives’ plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
• How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
• What to do if a person with a disability is having difficulty in accessing Womancare Midwives’ services

People will also be trained if changes are made to this policy.

Feedback process
Clients who wish to provide feedback on the way Womancare Midwives provides services to people with disabilities can provide written feedback via e-mail, and/or on the quality of care questionnaires. Feedback can also be given verbally to a midwife or administrative staff. All feedback, including complaints, will be directed to a partner. Aimee Fehlner is currently the partner responsible for AODA compliance.

Notice of availability
Womancare Midwives will notify the public on our website that the clinic is accessible for women with disabilities and that this policy is available upon request.

Modifications to this or other policies
Any policy of Womancare Midwives that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.