

TYPE OF POLICY: General Clinical
DATE OF APPROVAL: January 1998
AUTHORIZATION: Executive Director
NAME OF FORMER POLICY: N/A
DATE OF LAST REVIEW: September 2013
DATE OF NEXT REVIEW: September 2016
REFERENCE:

PURPOSE:

To describe Agency policy regarding client accessibility to service.

POLICY:

1. No client will be denied service because of accessibility factors.
2. Any future program developments/adjustments will take into consideration the accessibility to services for clients and their families.

PROCEDURES:

In order to accomplish these goals, we have developed the following range of options:

1. If our families/clients have access to a vehicle but have no dollars, we will, on an individual basis, consider reimbursement for gas.
2. If our clients are having difficulty getting to our locations, we will as much as possible, assist them in coming to our locations. If that is not possible we will make every effort to go to their setting to provide the necessary treatment process.
3. The Agency will make every effort to accommodate any accessibility barriers i.e.
 1. Hearing impairment
 2. Visual impairment
 3. Language
 4. Mobility issues
4. The Agency will provide training as appropriate to deal with the following matters:
 - a) How to interact and communicate with persons with various types of disability.
 - b) How to interact with persons with disabilities who use an assistance device or require the assistance of a guard dog or other service animal or the assistance of a support person.
 - c) How to use equipment or devices available on the provider's premise or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
 - d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
5. The Agency will post this policy on its website.