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**ACCESSIBILIY FOR ONTARIANS WITH DISABILITIES ACT**

At Westover Treatment Centre treating *all* people with respect is a key guiding principle. We are committed to eliminating differences in health status between groups, and creating a diverse and inclusive environment. Westover embraces the dignity and independence of all individuals regardless of race, ethnicity, culture, age, gender, and sexual identity. Our policies are intended to ensure that all members of the community understand the benefits of equal opportunity, with accessibility for people with disabilities, and knowledge of the rights and responsibilities of employees, volunteers, students, clients and visitors with regard to accessibility and client service.

The following are areas of focus:

**CUSTOMER/CLIENT SERVICE:**

**Client Services**: Westover accommodates those with assistive devices, such as canes, walkers and wheelchairs, and can provide assisted hearing devices upon request.

**Client Support**: Westover welcomes client support persons, who, with notice, will be welcomed to stay at Westover for the duration of the client’s treatment at a nominal cost. Service Animals are welcomed at Westover with appropriate notice.

**INFORMATION AND COMMUNICATION:**

**Addiction Assistance Services**

Westover Treatment Centre is the home of the Addiction Assistance Service (1-800-721-3232). Counselors are available to assist individuals to contact various addiction and mental health resources, referrals to Withdrawal Management Services in London, Windsor and Sarnia, crisis intervention, and when needed transportation to withdrawal management or to a treatment centre in Southwestern Ontario.

**Communication**: Westover will incorporate accessibility considerations into the preparation of communication materials, including the website. With notice, print and audio-visual enhancements will be made available to clients, staff, guests, and visitors.

**EMPLOYMENT ACCOMMODATION:**  
**Staff Awareness:** Westover will build on staff awareness of employment practices, and provide training opportunities to staff to ensure improved accessibility for persons with disabilities. The training will be reflective of all policies and procedures guiding Westover staff.  
**Employee Recruitment:** Job ads will include notification of accommodation supports available to applicants with disabilities.  
**Work Place Accommodation:** Westover will work with employees with disabilities to ensure their needs are taken into account in all areas of their employment.

**Return to Work Policy:** Westover will work with employees who are returning to work after being absent with a disability, to ensure they receive appropriate accommodation

**BUILD ENVIRONMENT:**

**Accessible entrances**: All entrances are accessible at ground level, and are equipped with automatic doors. Curb cuts are located in the sidewalks by each entrance.

**Accessible parking**: Large, one level parking

**Accessible washrooms**: Accessible washrooms are available to all clients, visitors and staff

**Elevators**: Elevators and lifts are available for easy access to all buildings.

Westover welcomes comments from the public in writing, electronic communication or telephone. We can be reached on the web at [www.westovertreatmentcentre.ca](http://www.westovertreatmentcentre.ca) or by telephone at **519-692-5110.**

Our mailing address is:

Westover Treatment Centre

2 Victoria St. South, P.O. Box 8, Thamesville, On N0P 2K0