

Delivering Accessible Customer Service



Halton Healthcare Services is committed to providing accessible service to all persons with disabilities. These services will be integrated into our regular programming, whenever possible.

Care and service will be provided in a manner that respects the dignity and independence of all our customers. Persons with disabilities will be given an opportunity to obtain, use or benefit from the services provided by and on behalf of the organization equal to that given to others.

Halton Healthcare has established policies, to ensure we are providing goods and services to people with disabilities, to allow feedback to the organization when barriers are encountered and to outline actions that will be taken to address the concerns identified. These resources include:

- Accessibility – Customer Service Policy
- Code of Conduct
- Communication Accessibility Equipment Policy
- Patient Feedback-Complaints Policy
- Concerns/Complaints Resolution Policy
- Service Animals Policy
- Pet Visitation Policy

In addition, HHS has a process to provide notice when its facilities or its services are unavailable.

We have also developed a mandatory customer training program for all staff, physicians, volunteers, contractors and any other people who interact with the public on our organization's behalf.

To request a copy of our policies or procedures, please call the HHS Ombud's office at 905-338-4433.

Georgetown Hospital
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Milton District Hospital
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