



## Central Optometry Accommodation Policy

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Central Optometry is committed to providing accessible, respectful, and inclusive care to patients with disabilities, including patients who may be medically vulnerable. Patients may request disability-related accommodation at any time and are encouraged to contact the clinic in advance where possible, particularly where the request may require staffing, scheduling, equipment, or other operational arrangements.

Accommodation requests will be assessed on an individualized basis and in accordance with the Ontario Human Rights Code. Central Optometry will implement reasonable accommodation measures where required to accommodate disability-related needs under the Ontario Human Rights Code, to the point of undue hardship. Such measures may include surgical/procedure masking, including N95 masks where appropriate, by direct-care staff, private waiting or wait-in-vehicle arrangements, reduced staff contact, appointment timing adjustments, enhanced cleaning and hand hygiene measures, and other reasonable measures supported by current medical information.

Requests for specific infection-control measures, including specific forms of personal protective equipment, will be assessed based on the patient's disability-related needs, the nature of the appointment, clinical appropriateness, operational feasibility, workplace health and safety considerations, the rights of others, and any available medical information explaining why the requested measure is required for the particular service being provided. Clinical and public health guidance may inform, but will not replace, the individualized accommodation assessment.