

## **FAMILY SUPPORT SERVICES OF NORTH IDAHO**

### **ACCESSIBILITY POLICY**

It is the intent of Family Support Services of North Idaho to provide services in an environment that is comfortable, pleasant, accessible, and free of discrimination of any kind.

Our building(s) is/are handicap accessible with wheelchair ramps and widened doorways. The lobby area is kept clean and free of carpets or debris on the floor that could be hazardous. There is ample seating in our waiting area, and consumers or other visitors to our office(s) are always greeted warmly and cordially.

To this date, there have been no reported concerns regarding accessibility to our office or any of the services we provide. In the event a concern is raised, we will utilize our Complaint Form to address the concern. Any concern that cannot be resolved due to limited access to resources to resolve the issue (i.e., a language barrier and no immediate access to an interpreter or necessary communication aides, a referral will be made to an agency or service provider that could meet the immediate needs of the consumer).

The office manager and all service providers are familiar with community resources to aid agency consumers to access any of our programs.