

"One in seven Ontarians with a disability is unable to access services within the community."

Lumacare's policies promote respect, dignity, and independence for people with disabilities who participate in our programs and services. Our staff and volunteers are required to participate in training to support interactions with clients who have disabilities.

Clients with disabilities, are provided with relevant support and where possible, advance notice of program and service disruptions.

Persons with disabilities can share concerns regarding accessibility and challenges through Lumacare Complaints Protocol.