



Vendor Policy on Client Refusal

At Comfort Mobility Home Health Care, we are committed to providing professional, compassionate, and ethical service to all clients. As an ADP-registered vendor, we recognize that while we strive to assist every individual, there may be exceptional circumstances in which we must respectfully decline to provide equipment or services.

1. Policy Statement

Comfort Mobility reserves the right to refuse service to a client under the following conditions, in accordance with the Assistive Devices Program (ADP) Policies and Procedures Manual and the Ontario Human Rights Code:

2. Grounds for Refusal

- Product or Service Limitation: We do not carry or are unable to obtain the specific equipment or components requested.
- Safety or Abuse Concerns: The client or their representative displays threatening, aggressive, or abusive behavior toward staff.
- Conflict of Interest: A conflict of interest exists that would compromise the integrity of service provision.
- Eligibility Failure: The client does not meet the eligibility requirements for ADP funding or fails to follow program procedures.
- Financial Viability: The requested equipment falls below a reasonable threshold for sustainability, where continuing to offer such a product would result in a financial loss that threatens the viability of our business. In such cases, alternative options will be discussed with the client.

3. Procedure

- All refusals will be documented in the client's file.
- Clients will be informed respectfully and in writing (if requested) of the reason for refusal.
- When possible, clients will be referred to other ADP-registered vendors or relevant resources.

4. Commitment to Non-Discrimination

Refusals will never be based on age, race, ethnicity, religion, gender, disability, or any other protected ground under the Ontario Human Rights Code.

5. Review

This policy will be reviewed annually or as required to remain compliant with ADP and provincial legislation.