

Customer Service Policy Statement

Policy

In fulfilling our mission, Community Living Georgina (CLG) strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Procedures:

Providing Goods and Services to People with Disabilities

CLG is committed to excellence in serving all customers including people with disabilities and carries out its functions and responsibilities to ensure that policies, practices and procedures are consistent with the following principles:

- * Goods and services are provided in a manner that respects dignity and independence of persons with disabilities;
- * The provision of CLG's goods and services to persons with disabilities is integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from our goods and services.

Note: All contractors who are engaged to provide services for CLG are required to sign off that they adhere to the legislated customer service requirements.

Communication

To ensure the best possible customer service, CLG encourages open two-way communication with all persons interacting with the organization to ensure the need for accommodation or assistance is met.

CLG trains employees in how to interact and communicate with others guided by the principles of dignity, independence and equality.

Persons who identify themselves as requiring alternative communication formats are offered alternative communication in a format that meets their needs as promptly as is feasible.

- * Documents are provided in alternative formats that meets the needs of the person in a timely manner.

- * If telephone communication is not suitable for the person's need, alternative forms of communication are offered.

Use of Service Animals, Assistive Devices and Support Persons

Service Animals:

Service animals, such as, but not limited to guide dogs, hearing dogs, seizure response dogs, and certified service animals are permitted entry to all CLG owned facilities unless other circumstances arise requiring the denial of access. Where such a case arises an alternate meeting format is arranged, i.e. teleconference or other assistive measures available to deliver goods or services to ensure equality of outcome.

Assistive Devices:

Person with disabilities are permitted to obtain, use of benefit from goods and services through the use of their own assistive devices. It is noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times. When available, the organization provides assistive technology so that people with disabilities are able to access program and services while on the premises conducting agency business.

Support Persons (as per AODA, not CLG job classification)

If a support person accompanies a person with a disability, the organization ensures that both parties are permitted to enter the premises together, and that the person with a disability is not prevented from having access to the support person. The organization may require a person with a disability to be accompanied by a support person when on the organization's premises, but only if a support person is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises. Where fees for programs, goods and services are advertized or promoted by the organization, advance notice of the amount payable, if any, in respect of the support person is provided.

Billing

CLG provides accessible invoices to all our customers and make every effort to provide alternate formats of invoices in a timely manner upon request.

Staff Training

All employees, volunteers and others who deal with the public or third parties, as well as those involved in developing customer service policies, practices and procedures, receive Accessible Customer Service Training. The organization keeps records of the training. The training is

delivered in a variety of formats and is provided on an ongoing basis for employees, volunteers, and others in order to stay current with changes in policies, practices, and procedures.

The training includes:

1. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
2. How to interact and communicate with persons in a manner that takes into account their disability;
3. How to provide goods and services in a manner that respects the dignity and independence of person's with disabilities;
4. The process to provide feedback to the organization about the provision of services to persons with disabilities in any department and how the organization responds to feedback and takes action on any complaint;
5. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, service animal or a support person to access goods or services;
6. How to use equipment or devices available on the organization's premises or provided by the organization that may help with the provision of Goods and Services; and
7. What to do if a person with a disability is having difficulty accessing the organization's programs, goods, or services.

Disruption of Services

If there is a disruption in a particular location or service used to allow a person with a disability to access goods or services, the organization gives notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available. This posting is placed in a conspicuous place on the premises of the organization, or by other reasonable methods according to the circumstances. If the disruption is anticipated, the organization provides a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice is provided as soon as possible.

Feedback Process

The organization provides a mechanism that allows the public to provide feedback on the manner in which the organization provides programs, goods, and services to people with disabilities. The feedback process permits the person to provide feedback in person, by telephone, in writing, or by electronic or otherwise. The process details the organization's process of receiving and responding to feedback including timelines and contact information and this process is made available on the organization's website.

Please refer to the Agency Complaint Resolution Policy.

APPENDIX 1

The Ontario Human Rights Code defines “Disability” as:

- (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech remedial appliance or device,
- (ii) a conditions of mental impairment or a development disability,
- (iii) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (iv) a mental disorder, or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Approved: December, 2011