

Orléans-Cumberland
Community
Resource Centre



Centre de ressources
communautaires
Orléans-Cumberland

Accessibility Ontario Customer Service Policy

Providing Programs and Services to People with Disabilities

Policy and Procedures

Adopted by the Board of Directors - May 28, 2012
(revised by staff June 2016)

**The policy and procedures contained in this document
apply to all staff¹ who work at the OCCRC**

¹ Staff = All employees, volunteers, students and others who deal with the public or other third parties on behalf of the OCCRC

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1. OUR MISSION

The mission of the Orléans-Cumberland Community Resource Centre (OCCRC) is to establish and operate a community resource centre providing comprehensive neighbourhood-based facilities and services that meet the physical, emotional, social, economic and mental needs of the francophone and anglophone residents of Orléans-Cumberland and adjacent areas.

2. OUR COMMITMENT

In fulfilling our mission, the OCCRC strives at all times to provide its programs 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 programs and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. PROVIDING PROGRAMS AND SERVICES TO PEOPLE WITH DISABILITIES

The OCCRC is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities as described in the Accessibility Ontario Disability Act (AODA).

3.1 Information and Communications

To fulfill its commitment regarding communications, the Centre has:

- developed a policy along with procedures for which the staff has received training
- modified their social media literature
- posted adequate information in public spaces within the building reflecting their commitment to the AODA
- trained staff to communicate with people with disabilities in ways that take into account their disability
- trained staff who communicate with customers on how to interact and communicate with people with various types of disabilities

3.2 Telephone Services

The Centre has put in places practices to respond in the most adequate manner with the options currently available. We are committed to:

- train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly
- communicate with customers by e-mail and regular mail if telephone communication is not suitable to their communication needs or is not available

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our programs and services. We will ensure that our staff are familiar with various assistive devices that may be used by customers with disabilities while accessing our programs or services.

4. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal in any area of our premises that are open to the public and other third parties. We will also ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Anyone wishing to enter the premises with a service animal must identify their need for the animal; they must provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability. Staff at the Centre is allowed to ask for this document at any time where the need for a service animal is not visibly identifiable.

Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our OCCRCs premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Before making a decision, the staff should:

- consult with the person with a disability to understand their needs;
- consider the presence of a support person for health or safety reasons based on available evidence; and
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If a person with a disability attends activities or workshops and is accompanied by a support person for health or safety reasons, the staff must waive any fee or fare for the support person, if one exists.

5. NOTICE OF TEMPORARY DISRUPTION

The OCCRC will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises and on our website.

6. TRAINING FOR STAFF

The OCCRC will provide training to all staff and all those who are involved in the development and approvals of the customer service policy, practices and procedures.

Individuals in the following positions will be trained:

- Employees;
- Students;
- All volunteers; and
- Any others who deal with the public or other third parties.

This training will be provided to all individuals mentioned above within the first month of commencing their duties with the OCCRC.

Training will include the following:

- An overview of the AODA 2005 and the requirements of the customer service standard's plan
- OCCRCs plan related to the customer service standard Policy and Procedures.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the OCCRCs programs and services
- Staff will also be trained on an ongoing basis when changes are made to this policy, practices and procedures.

7. FEEDBACK FORM AND PROCESS

The ultimate goal of the OCCRC is to meet the standards set out in the AODA 2005, Regulation 429/07, and the IASR 191/11. We aim to surpass customer expectations while serving customers with disabilities. We welcome and appreciate any comments on our services regarding how well those expectations are being met. To that end, the OCCRC has developed a feedback form for our visitors and clients. This form is available at reception as well as on our website.

Feedback regarding the way the OCCRCs programs and services to people with disabilities can be made by e-mail, verbally or by regular mail. All feedback will be directed to Manager of

Finance and Administration. Customers can expect to hear back within two weeks.

Complaints will be addressed according to complaint categories already established in our organization's complaint management procedures.

Comments or concerns can be communicated using one of the following ways:

Telephone 613-830-4357

Mail Orléans-Cumberland Community Resource Centre
105-240 Centrum Blvd. – Unit 105
Orléans, ON K1E 3J4

Email info@crcoc.ca

8. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing a customer service policy that respects and promotes the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the OCCRC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. ACCESSIBILITY REPORTS

Organizations with fewer than 20 employees are exempt from filing reports, but must still meet the requirements of the standard (see *Accessibility for Ontarians with Disabilities Act, 2005 - Part I, sec. 8 (1) Exemption from filing accessibility reports*).

10. QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Manager of Finance and Administration of the OCCRC.

APPENDIX A

Customer Accessibility Feedback Form

At the Orléans-Cumberland Community Resource Centre, we value all of our visitors and clients and we strive to meet everyone's needs.

Please provide us with your feedback regarding customer accessibility.

Date and time of visit: _____

Did we respond to your customer services needs today? YES NO

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?

YES (please explain below) SOMEWHAT (please explain below) NO

Please add any other comments you may have:

Contact information (optional)

Name: _____ Telephone number: _____

Address: _____