



Subject: Accessibility: Customer Service Policy	Policy Number: CS-003
Section: Client Services	Page: 1 of 2
Implementation: January 2010	Review:
Revision: July 2015	Approved By: Executive Director

1. INTRODUCTION

The Niagara Falls Community Health Centre (CHC) provides its services in a way that respects the dignity and independence of people with disabilities. We are committed to providing accessible service and supports to all individuals we support and to others who may enter our facilities and programs in the normal course of business.

2. SCOPE

All employees

3. PRINCIPLES

Policy

Providing supports and services to people with disabilities

CHC is committed to serve all people including those with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication- We will communicate with people with disabilities in ways that they are comfortable with. We will communicate by various means including email, in person, and other applicable means. We provide services in French if requested.

Assistive devices-We will support and assist those who communicate using assistive devices to communicate and to obtain, use or benefit from our services. We will teach staff on how to use assistive devices on our premises.

Use of service animals

We welcome service animals on the parts of our premises that are open to the public and other third parties.

Use of support person

We welcome support people, who accompany a person with a disability on the parts of our premises that are open to the public and other third parties.

Notice of temporary disruption

CHC will provide people with notice in the event of a planned or unexpected disruption to services or facilities for clients. The notice will be provided on our voice mail, twitter, facebook and when feasible clearly posted on the front door. The information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available will be included.

Procedure

Training for staff

CHC will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

- 1) Individuals in the following positions will be trained: board of directors; volunteers; employees.
- 2) This training will be provided initially to all staff, volunteers and board members. When new staff, volunteers or board members joins the CHC, training will be online and will occur during on-boarding.
- 3) Training will include the following:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - CHC plan related to the customer service standard
 - 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 CHC services and supports
- 4) Employees, volunteers and board members will be re-trained when there are changes made to these policies, practices and procedures.

Feedback process

Feedback regarding the way CHC provides support and services to people with disabilities can be made by phone call, mail, email or in person. All feedback will be directed to the Client Services Lead. People can expect to hear back in 2 business days. If further feedback is warranted, the complaint process policy will be followed.

Modifications to this or other policies

CHC is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Changes will not be made to this policy without considering the impact on people with disabilities. Policy that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.

4. POLICY CONTACT

Executive Director