

S.D.G. DEVELOPMENTAL SERVICES CENTRE POLICY AND PROCEDURE			
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1. POLICY

The Centre is committed to providing accessible customer service to people with disabilities, consistent with the core principles of independence, dignity, integration and equality of opportunity.

2. PURPOSE

The purpose of this policy and procedures is to establish guidelines for the provision of services to persons with disabilities in accordance with the *Ontario Regulation 429/07, Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

3. SCOPE

This policy applies to the Board of Directors and all staff.

4. RESPONSIBILITY

It is the responsibility of the Board of Directors and Management to establish policies, practices and procedures on providing services to persons with disabilities.

It is the responsibility of the Board of Directors, Management and staff to attend the training provided and interact with the public in accordance with the Accessibility Standards for Customer Service.

5. REFERENCES AND RELATED POLICIES AND PROCEDURES

- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standard for Customer Service: Employer Handbook
- Accessibility Standard for Customer Service: Training Resource
- Accessibility Standard for Customer Service: Checklist
- A Customer's Handbook: What Ontario's Accessible Customer Service Standard Means to You

6. PROCEDURE

1. When communicating with a person having a disability, staff shall do so in a manner that takes into account that person's disability. In

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- cases where required resources to communicate effectively are unavailable through the Centre, every effort will be made to access them in the community (e.g. sign language interpreter).
2. The Centre, when giving documents, shall provide the information in a format that takes into account the person's disability. The Centre, if and when required, shall make available alternate formats of documents (e.g. bigger fonts) and provide the assistance of a staff person to read, explain or complete a form.
 3. The Centre shall allow people to use their own personal assistive devices (e.g. walkers, white canes, note-taking devices, personal oxygen tanks) to access the Centre's services.
 4. The Centre shall allow persons with disabilities to be accompanied by a service animal in those areas of the premises that are open to the public, unless the animal is excluded by law from the premises.
 5. The Centre shall permit people with disabilities who use a support person to bring that person with them while accessing services in premises open to the public.
 6. The Centre shall provide a notification of disruption for any location, technology or method that a person with a disability must use in order for its services to be accessible to them.
 7. The Centre shall train its staff on a number of topics as outlined in the customer service standard.
 8. The Centre shall keep records of the training provided to the Board of Directors, Management and staff, including the dates that the training was provided and the individuals who received the training.
 9. The Centre shall notify its clients with disabilities that documents required under the customer service standard are available upon request.
 10. The Centre shall establish a process for individuals to provide feedback on how it provides services to persons with disabilities and responds to any feedback and it shall take action on any complaints.
 11. The Centre shall make the information about its feedback process readily available to the public.

7. ATTACHMENTS

Attachment A – Accessibility Plan for Customer Service
Attachment B – Training Plan

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