

ADM 3.7 ACCESSIBILITY – CUSTOMER SERVICE

Policy:

The Children's Aid Society of Haldimand and Norfolk is committed to providing programs and services in a manner that respects the dignity and independence of persons with disabilities.

The Society is committed to ensuring that persons with disabilities have an equal opportunity to access programs and services.

The Society encourages open communication with persons with disabilities in order to ensure that its programs and services are accessible.

Guideline for Accessible Programs and Services:

This Guideline is in accordance with the Accessibility Standards for Customer Service, Ont. Reg. 429/07, developed under the Accessibility for Ontarians with Disabilities Act, 2005.

Without limiting the requirements or expectations for accessibility, specific consideration shall be given to the following:

Assistive Devices

1. The Society welcomes persons with disabilities to use assistive devices to obtain, use or benefit from our programs and services.

Service Animals

2. The Society welcomes persons with disabilities who are accompanied by a service animal onto the parts of our premises that are open to the public and commits to finding alternatives to the use of service animals if the service is provided in a location in which animals are prohibited by law (e.g. health or safety reasons).

Support Persons

3. The Society welcomes persons 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 the Society's 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. Should any concerns arise from having a support person present, every reasonable effort will be made to provide service to the person with the disability.

Temporary Disruptions to Service

4. The Society will provide notice in the event of a planned or unexpected disruption in its facility or services. The Society will provide an update on local radio stations and the agency telephone greeting.

Training

5. Training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the Customer Service standard, and information about the following matters:
 - a) How to interact and communicate with people with various types of disabilities.
 - b) The Society's policies, practices and procedures relating to the provision of programs and services to persons with disabilities.
 - c) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - d) How to use equipment or devices available at the Society that may help with the provision of programs or services to a person with a disability.
 - e) What to do if a person with a disability is having difficulty accessing the Society's programs and services.
6. The Society will keep records of the training provided, including dates on which training is provided and the number of individuals to whom it is provided.

Feedback

7. The Society welcomes feedback regarding the way in which the Society provides programs and services to persons with disabilities.

Suggested Steps to provide feedback:

- a) Approach the individual you are working with directly to provide feedback or seek assistance.
- b) Feedback and concerns regarding accessibility can be directed to:

Shari Gardener, Executive Assistant & Public Relations Coordinator
70 Town Centre Drive, Townsend, ON
Tel. 519-587-5437, ext. 235
Email: shari.gardener.cashn.on.ca

All feedback will be reviewed and forwarded to an appropriate individual.

Created: December 20, 2011
Revised: January 17, 2014
Latest approval:

