



<b>SECTION</b>  <b>HUMAN RESOURCES</b>	<b>SUBJECT</b>  <b>Customer Service: Providing Goods and Services to People with Disabilities</b>	<b>CODE:</b> HR-04 <b>PAGE:</b> 1 of 3 <b>DATE:</b> June 28 <sup>th</sup> , 2012
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## Introduction

The mission of Community Living Dryden-Sioux Lookout is to help people belong and be respected by harnessing the goodwill of our diverse north-western communities and by mobilizing community efforts to create innovative solutions through advocacy and collaboration.

In fulfilling our mission, Community Living Dryden-Sioux Lookout strives at all times to provide its 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 services and allowing them to benefit from the same services, in the same place and in a similar way as other individuals.

## Policy

### 1. Providing services to people with disabilities

Community Living Dryden-Sioux Lookout is committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- i. **Communication:**  
We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with individuals on how to interact and communicate with people with various types of disabilities.
- ii. **Telephone services:**  
We are committed to providing fully accessible telephone service to people supported. We will train staff to communicate with people supported over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with people supported by e-mail or relay services if telephone communication is not suitable to their communication needs or is not available.
- iii. **Assistive devices:**  
We are committed to service people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by people supported with disabilities while accessing our services.

2. Use of service animals and support persons:

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are uniquely positioned to demonstrate our commitment to welcoming people with disabilities who are accompanied by a support person. People supported with a disability who are accompanied by a support person will be allowed to enter and participate in any program provided by Community Living Dryden-Sioux Lookout. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

3. Notice of temporary disruption

Community Living Dryden-Sioux Lookout will provide people supported with notice if 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.

4. Training for staff

Community Living Dryden-Sioux Lookout will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those involved in the development and approvals of policies.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person
- What to do if a person with a disability is having difficulty accessing Community Living Dryden-Sioux Lookout's programs.
- Policies and procedures relating to the customer service standard

Applicable staff will be trained on policies and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies and procedures.

5. Feedback process

The ultimate goal of Community Living Dryden-Sioux Lookout is to meet and surpass individual expectations while serving people supported with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the provision of services to people with disabilities can be made by e-mail, verbally or written. All feedback will be directed to the appropriate Director. Individuals can expect to hear back in 5 business days.

Complaints will be discussed by management and will be addressed according to the Executive Director’s direction.

### Regulations Cited

Accessibility for Ontarians with Disabilities Act, 2005

### References to Other Policies

SECTION	SUBJECT	NUMBER

### Adoption and Review Guidelines

**Date of Adoption by the Board:** June 28<sup>th</sup>, 2012  
**Date of Most Recent Board Review:** N/A  
**Date of Review by Human Resources:** June 30<sup>th</sup>, 2021

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