

Customer Service Standard Policy

Policy

In accordance with the Accessibility Standards for Customer Service (O.R. 429/07) under the Accessibility for Ontarians with Disabilities Act, 2005.

London Children's Connection strives at all times to provide inclusive programs and services that respect the dignity and independence of everyone. We are 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 service users. Service provided to persons with disabilities and others will be integrated, unless an alternate measure is necessary to enable a person with a disability to benefit from the service.

Procedures

Communication: Staff will communicate with persons with disabilities in ways that take into account their disability. Clients will be offered communication with LCC by e-mail or Bell Relay Service

(1-800-855-0511) if voice phone communication is not suitable to their communication needs or is not available.

Assistive Devices: Staff will welcome persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the programs and services offered.

Service Animal: Staff will welcome persons with disabilities accompanied by a guide dog, or other service animal, and they will be permitted to keep the animal with them while using the services.

Support Persons: London Children's Connection welcomes persons with disabilities who are accompanied by a support person, and at no time will staff prevent them from having access to the support person while participating in a program or service. There is no amount charged for the service user's own support person to be present.

Mobility: In selecting, planning and modifying facilities for LCC's programs and services, including entrances, washrooms and visitation areas, all reasonable steps will be taken to ensure equal safety, dignity and independent access to persons with disabilities who require the use of mobility aids such as wheelchairs, scooters or walkers.

Notice of Temporary Disruption: London Children's Connection will provide notice to clients in the event of a planned or unexpected disruption in programs or services. The notice will include information about the reason for the disruption, its anticipated duration, and alternative services, if available. The notice will be posted at the entrance most often accessed by those using our programs and services.

Training: All staff will be trained in the Accessibility Standards for Customer Service. This training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the standard
- How to interact and communicate with people with various 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
- LCC's policies, practices and procedures relating to the Customer Service Standard, and how they apply to the way programs and services are provided to people with disabilities.