

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Participation House Support Services – London and Area, hereafter referred to as PHSS, is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, PHSS will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

The notice will be placed **at the front entrance and on the web page.**

Training for staff

PHSS will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: Senior Coordinators, Coordinators, office administration and part-time staff, and volunteers where applicable.

This training will be provided to staff within the first 40 hours of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- PHSS's accessible customer service plan
- 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
- How to use the automatic door openers, communication devices, and lift equipment as required
- What to do if a person with a disability is having difficulty accessing PHSS's goods and services

Staff will also be trained when changes are made to the accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way PHSS provides goods and services to people with disabilities can do so verbally or by e-mail, suggestion box, feedback card, etc. All feedback will be directed to the **Chief Operating Officer**. Customers can expect to hear back within **24 hours if it is a health and safety issue or 7 to 10 business days for all other concerns**. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of PHSS that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Documents pertaining to the Customer Service Standards are available upon request.