

POLICY STATEMENT

**ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT, 2005 (AODA)
Standard for Customer Service Policy**

DATE ORIGINALLY APPROVED **SEPTEMBER 2012**

DATE OF REVISION

DATE TO BE REVIEWED **SEPTEMBER 2016**

WHERE TO FIND

POLICY

Jewish Family & Child (the Agency) is committed to providing persons with disabilities with equal opportunities and standards of services and goods in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. These services and goods will be provided in a manner that respects dignity, independence, integration and equal opportunity.

This policy shall apply to all employees, volunteers, and others who deal with the public on behalf of the Agency.

PROVIDING SERVICES AND GOODS

The Agency provides services and goods in the following ways to persons with disabilities:

1. Communication

- The Agency will endeavor to communicate with individuals in ways that take into account their disability
- The Agency will train staff and volunteers who communicate with clients on how to interact, communicate, and offer assistance to individuals with various types of disabilities.

2. Telephone Services

- The Agency will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.
- The Agency will offer to communicate with clients through email, relay services and written means if telephone communication is not suitable to their communication needs, or is not available.

3. Assistive Devices

- The Agency is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services and goods.
- The Agency will ensure that our staff are trained and familiar with assistive devices that may be used by clients with disabilities while accessing our services or goods.
- It is the responsibility of the person with a disability to ensure that his/her assistive device is operated in a safe and controlled manner at all times.

4. Use of Service Animals and Support Persons

The Agency is committed to welcoming people with disabilities who are accompanied by a service animal on our premises that are open to the public. The Agency will also ensure that all staff, volunteers and others dealing with the public are trained to interact with individuals with disabilities who are accompanied by a service animal.

Persons with disabilities may be accompanied by a support person. The absence of a support person cannot unreasonably delay the provision of child protective services. Where a support person is accompanying a person with a disability, for the purposes of assisting in a discussion that may involve confidential information, the Agency's usual procedures for signing consents regarding disclosure of information and confidentiality will apply.

5. Notice of temporary disruption

The Agency will provide clients with notice in 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 by broadcasting a message by telephone.

TRAINING

The Agency ensures that training is provided to all employees, volunteers, foster parents and others who deal with the public on behalf of the Agency, and all those who are involved in the development of service policies, practices and procedures.

Training includes the following:

- The purpose of the Accessibility for Ontarians with Disability Act, 2005 and the requirements under 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 a support person

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

FEEDBACK PROCESS

The ultimate goal of the Agency is to meet and exceed client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. AODA Feedback Form is available online, by email at info@jfandcs.com or can be mailed, faxed, or emailed by calling (416) 638-7800 ext. 6214 or in person by arranging an appointment.

MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote dignity and independence of people with disabilities. All Agency policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.



Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Feedback Form

Your feedback is important to us. By answering the following questions, you will help the Agency to better assist you in accessing our services.

1. Date of Visit: _____ Time of Visit: _____

2. Please indicate your affiliation with the Agency by checking one of the categories below:

- Client Staff Volunteer Foster Parent
 Visitor Placement Student Other

3. Was our service provided to you in an accessible manner?

- Yes Somewhat No

If "No" or "Somewhat", please explain:

4. Did you encounter any problems in accessing our services?

- Yes Somewhat No

If "No" or "Somewhat", please explain:

5. Please add any comments you may have:

6. Would you like an Agency Representative to contact you?

- Yes No

If yes, please provide your name and contact information:

The Agency understands that individuals with disabilities may use methods other than standard print to access information. If you require us to process your feedback in a different format, please contact the Human Resources Manager at (416) 638-7800 ext. 6214. The Manager will also answer your questions about the collection, use and disclosure of your personal information. Thank you.