

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Support & Housing - Halton 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. We will notify customers of this through a notice posted on our premises and web site.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Support & Housing - Halton 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.

Training for staff

Support & Housing - Halton 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:

Executive Director, Director, Finance and Human Resources, Director, South Halton Supports, Director, North Halton Supports, Housing Manager, CSI Lead, Volunteer and Recovery Coordinator, Support Coordinator, Intake Services Coordinator, Youth Outreach Coordinator, IT & Housing Coordinator, Administrative Assistant, House Steward, Crisis Relief Staff, Student, Volunteer

This training will be provided to all staff and new staff will be trained during their orientation. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Support & Housing - Halton'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 any assistive device e.g. TTY.
- What to do if a person with a disability is having difficulty in accessing Support & Housing - Halton's goods and services

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

Feedback process

Customers who wish to provide feedback on the way Support & Housing - Halton provides goods and services to people with disabilities are encouraged to provide feedback in a manner that works for them e.g. e-mail, verbally, etc. All feedback will be directed to John Smith, Executive Director. Customers can expect to hear back in five working days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Support & Housing - Halton that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.