



Malvern Family Resource Centre
ACCESSIBILITY

POLICIES PROCEDURES & GUIDELINES

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|--------------|--|-----------|----------|
| Section: | Accessibility to Ontarians with Disabilities Act (AODA, 2005) | Effective | 01/01/12 |
| Policy Name: | Customer Service Standard | Reviewed | |
| Issued to: | All Staff | Dated | 12/12/11 |
| Issued by: | Board of Directors | Dated: | 12/12/11 |

1.0 Introduction

In order to be fully “inclusive”, Malvern Family Resource Centre will ensure that people with disabilities are able to access, participate and benefit from our programs and services by removing barriers and developing appropriate customer service standards as defined under the AODA. This policy is available on our website and in alternate formats upon request.

2.0 Customer Service Standard

The Customer Service Standard is the first standard to be legislated under the AODA and as of January 1st, 2012, Malvern Family Resource Centre as a non-profit organization will:

- Allow assistive devices (2.1)
- Allow use of service animals onto premises (2.2)
- Welcome support persons (2.3)
- Improve Communication (2.4)
- Enable client feedback (2.5)
- Respond to client complaint (2.6)

2.1 Allow assistive devices

- 2.1.1 We are committed to serving people who use assistive devices to obtain, use or benefit from our programs and/or services in a welcoming and supportive environment.
- 2.1.2 We are committed to exploring assistive devices and/or adaptive technologies as required to ensure accessibility in accordance with the AODA and all associated regulations.

2.2 Allow use of service animals onto premises

- 2.2.1 We are committed to welcoming people with disabilities who are accompanied by a service animal. However service animals will not be permitted in areas where food is being prepared or served and where otherwise prohibited by law.

2.3 Welcome support persons

- 2.3.1 We are committed to welcoming persons with disabilities who are accompanied by a support person (a support person is there to assist the person with disabilities to integrate and participate in programs).
- 2.3.2 Any person with a disability who is accompanied by a support person will be allowed to enter all areas of the premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises
- 2.3.3 A support person will not be required to pay a fee.

2.4 Improve communication

- 2.4.1 We are committed to communicating with people with disabilities in ways that take into consideration their disability and to removing systemic barriers that prevent or reduce effectiveness.
- 2.4.2 We will use alternative methods and formats of communication and seek out technologies that improve our ability to communicate with people with disabilities.
- 2.4.3 We are committed to providing fully accessible telephone service to our customers on adaptive technologies and systems, e.g., Bell Relay Service.



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2.5 Enable client feedback

- 2.5.1 We are committed to encouraging and responding to feedback as it provides valuable information and assists us in improving policy, policy implementation and increasing access.
- 2.5.2 We will provide various ways for participants to provide feedback including in person, by telephone or email. We will provide an acknowledgement to all feedback.
- 2.5.3 Feedback can be provided by email, verbally or in person by setting up an appointment.

2.6 Respond to client complaint

- 2.6.1 We are equally committed to addressing and resolving concerns related to the implementation of the Customer Service Standard of the AODA or any other issue related to accessible customer service.
- 2.6.2 Complaints should be submitted to AODA@mfrfc.org, or at 416-281-1376 ext 0. All complaints will be dealt with as per Dispute Resolution Protocol 2.04.

3.0 Billing

We are committed to providing accessible invoices to all of our customers and will make every effort to provide alternative formats of invoices in a timely manner upon request.

4.0 Notice of Temporary disruption of services

MFRC will provide notice to participants in the event of a planned or unexpected disruption in services (e.g., parking, pathways, snow removal, construction, etc.) usually, or likely to be used by a person or participant with a disability. The notice will be placed at all public entrances and posted on our website. Where practical and in the event of an emergency disruption, efforts will be taken to contact participants/people with disabilities to advise.

5.0 Training for staff and volunteers

MFRC will provide training on the overview of the AODA and Customer Service Standard policies to all staff (full time, part time and contract) and to all volunteers including the Board of Directors and Placement students.

This training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Current policies, practices and procedures relating to the customer service standard.
- Interacting and communicating with people with various types of disabilities
- Interacting with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- The use of various assistive devices
- Providing assistance to a person with a disability is having difficulty accessing programs and services at Malvern Family Resource Centre
- Use of telephone service and communications including adaptive technologies and systems for participants and customers with disabilities