

# ADMINISTRATION MANUAL – SURGE LEARNING

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<b>APPROVED BY:</b> CEO	<b>DATE:</b> FEBRUARY 8, 2012
<b>REVIEWED BY:</b> CEO	<b>REVIEW DATE:</b> JUNE 18, 2024

## **CUSTOMER SERVICE – ACCESSIBILITY STANDARD**

### **PURPOSE**

In fulfilling our mission, Chester Village strives at all times to provide its' programs and services in a way that respects the independence, dignity, integration and equality of opportunity for people with disabilities. Our Customer Service policy – Accessibility Standard, practices and procedures reflect and respect the accessibility content of the Accessibility Standards for Customer Service Regulation & the OPS Accessible Customer Service Policy.

### **PROCEDURE**

#### **Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our programs and services. For purposes of this policy, assistive devices are defined as specialized equipment that persons with disabilities bring with them, such as a wheelchair, walker, visual or hearing aid, communications device, etc.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will ensure that accessible telephone services are available to our customers. Should telephone communication not be suitable to their communication needs or is not available, we will offer to communicate with customers through other channels such as email, video chats or fax.

#### **Service Animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal on all parts of our premises that are open to the public. We will also ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are

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accompanied by a service animal. At no time will a person with a disability who is accompanied by a service animal be denied access to his or her service animal while on our premises.

### **Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a support person on all parts of our premises that are open to the public. We will also ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be denied access to his or her support person while on our premises.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as emergency system maintenance, water disruption, power failure, or elevator service, Chester Village 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. This notice will be placed at all entrances, reception, resident home areas, and community boards. In addition, overhead announcements will be made just prior to the time of disruption of service.

### **Training for staff**

All Chester Village, staff, including volunteers, students and private caregivers, will fulfill the training requirements specified in the Accessibility Standards for Customer Service. Training will be provided to new staff during general orientation within the first month of starting employment.

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Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Chester Village's accessible customer service plan.

## **Feedback Process**

The ultimate goal of Chester Village's Customer Service Policy – Accessibility Standard is to meet and surpass client expectations while serving customers with disabilities. We value all feedback regarding the way services are provided. Feedback can be provided through any of the following channels, our customer concern form, annual family/resident satisfaction survey, our suggestion box in our front foyer or simply by calling in and stating your feedback to any personnel.

## **Modifications to this or other policies**

Chester Village is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Chester Village that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.