

## Niagara Peninsula Children's Centre Accessible Customer Service Plan

The Niagara Peninsula Children's Centre (NPCC) 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.

Fees will not be charged for support persons.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, NPCC 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 on our website and at main entrances to our Glenridge Hill site as well as any satellite locations.

### **Training for staff**

NPCC will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to all current staff and volunteers by January 1, 2012. New employees and volunteers will receive training as soon as possible after being assigned.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- NPCC's plan related to 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.
- How to use personal communication and mobility devices or other assistive devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing NPCC's goods and services.

Staff will also be trained when changes are made to our plan.

### **Feedback process**

Customers who wish to provide feedback on the way NPCC provides goods and services to people with disabilities can do so verbally, in writing or by email.

All feedback will be directed to Dorothy Harvey, Manager responsible for Accessible Customer Service.

Customers can expect to hear back in 3 days.

Complaints will be addressed according to our organization's regular complaint management procedures.

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

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