

## **AODA Customer Service Policy Statement:**

### **Providing Goods and Services to People with Disabilities under the Accessibility for Ontarians with Disabilities Act**

#### **1. Our goal**

CCRW works towards an accessible Canada where persons with disabilities do not experience barriers to full participation. CCRW envisions a Canada where all persons with disabilities have equal employment opportunity.

#### **2. Our commitment**

In fulfilling our goal, CCRW strives at all times to ensure that our policies, practices and procedures are consistent with the principles outlined in the Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005, by providing our goods and services in a manner that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as any other person.

#### **3. Providing goods and services to people with disabilities**

CCRW is committed to excellence in serving all citizens including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **3.1 Communication**

CCRW will communicate with people with disabilities in a manner that ensures response with dignity and respect and meets their requested accommodation requirement(s) if any. We will communicate with members of the public in person, in writing, by e-mail and by telephone.

CCRW will train staff who communicate with any CCRW stakeholders, how to interact and communicate with people with various types of disabilities.

##### **3.2 Telephone services**

CCRW is committed to providing fully accessible telephone service to our clients. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.



CCRW will offer to communicate with clients by email or in person (on CCRW premises) if telephone communication is not suitable to their communication needs or is not available.

### **3.3 Assistive devices**

CCRW is committed to serving people with disabilities who use assistive devices to access our programs and services. People with disabilities are welcome to bring and use their own personal assistive devices and/or use available CCRW assistive devices where available. CCRW staff will be trained on any assistive devices available on our premises.

## **4. Use of service animals and support persons**

CCRW is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. CCRW will also ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

CCRW is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter CCRW premises with his or her support person. At no time will this person be prevented from having access to his or her support person while on our premises.

Support persons accompanying or assisting individuals with disabilities may be subject to applicable CCRW policies (e.g., conflict of interest, confidentiality).

## **5. Notice of temporary disruption**

CCRW 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 of disruption will normally be posted at all public entrances and/or at or near the disrupted service on event days and depending on the nature of the disruption, notice will also be provided on outgoing telephone messages and our website, and social media posts, during non-event times.

## **6. Training for staff**

CCRW will provide training to all employees who deal with clients and other stakeholders.

Training will be provided during employee onboarding, and on an ongoing basis upon changes to these policies, practices, and procedures. Records of training will be kept.



Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities, including those who use an assistive device or require the assistance of a service animal or a support person
- How to use any equipment or devices available on CCRW premises that may assist with the provision of programs or services to persons with disabilities
- What to do if a person with a disability is having difficulty in accessing CCRW's goods and services
- CCRW's policies, practices and procedures relating to the customer service standard

## **7. Feedback process**

Our goal is to meet customer expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way CCRW provides goods and services to people with disabilities can be made in person, in writing or by telephone, or by e-mail as follows:

CCRW

477 Mount Pleasant Road, Suite 105

Toronto, Ontario, Canada M4S 2L9

*P: 416-260-3060*

*P: 1-800-664-0925*

*F: 416-260-3093*

*E: [CCRWfeedback@ccrw.org](mailto:CCRWfeedback@ccrw.org)*

If a method is not suitable, individuals may request another method. Privacy will be respected, and all feedback will be reviewed for possible actions that can be taken to improve access to our programs and services.

All feedback received will be directed to our Human Resources Department. Clients can expect to receive a response within a reasonable timeframe. However, some complaints may require more time to address and must be reviewed for action, possibly at a higher level.

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

We are 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 CCRW that does



not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **9. Questions about this policy**

This policy exists to achieve service excellence to clients and CCRW stakeholders with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, Human Resources, CCRW.