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Approved By: Executive Director		Revisions:
Approval Date: September 2018		June 16
Signature:		Sept 18

GENERAL PRINCIPLES

1. Providing Services to People with Disabilities

Community Living Haldimand is committed to excellence in providing supports and services to people with disabilities and will carry out all functions and responsibilities in the following areas:

- The services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others must be inclusive unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services.

2. Communication with Persons with Disabilities

When communicating with people with disabilities, Community Living Haldimand will do so in a manner that takes into account their disability.

3. Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from Community Living Haldimand's services will be recognized unless otherwise prohibited due to health and safety or privacy issues. In these situations, Community Living Haldimand may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Community Living Haldimand's services where applicable.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operating in a safe and controlled manner at all times.

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4. Use of Guide Dogs and Service Animals

Community Living Haldimand is committed to welcoming people with disabilities who are accompanied by a guide dog or service animal on the parts of our premises that are open to the public and other third parties. Community Living Haldimand will ensure that all employees and volunteers dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a guide dog or service animal.

5. Use of Support Persons

Community Living Haldimand is committed to welcoming people with disabilities who are accompanied by a support person and will be allowed to enter Community Living Haldimand's 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 the premises.

Fees will not be charged for the support person for admission to recreation programs or services provided by Community Living Haldimand.

Community Living Haldimand may deem it necessary to require a support person to attend with a person with a disability, in order to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability and when it's the only means to allow the person with a disability to access Community Living Haldimand's services.

6. Service Disruptions

Community Living Haldimand will provide notice to applicable people 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 will be placed at applicable premises or by other methods reasonable under the circumstances. In the event of an unexpected disruption, notice will be provided as soon as possible.

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7. Feedback Process

The goal of Community Living Haldimand is to meet the expectations of people who are supported while welcoming family members and other visitors. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback may identify areas that require change and encourage continuous service improvements.

Feedback regarding the provision of services to people with disabilities can be made in person, by phone, e-mail, in writing or through the mail. A form for feedback or suggestions forms part of this procedure. All feedback will be directed to the Supports and Services Manager, by whoever may receive the initial feedback. Community Living Haldimand will address the feedback within five (5) business days of its receipt.

The Customer Service Feedback Form is available on the Community Living Haldimand website, and will be provided in accessible format, or with verbal communication support, on request.

8. Training for Employees

Community Living Haldimand will provide training to all employees and volunteers who support people with disabilities or come in contact with any other person who may access our premises, and all those who are involved in the development and approvals of customer service policies, practices and procedure. All employees and volunteers will be required to sign off to indicate the training is understood and complete.

9. Questions Regarding the Policy/Procedure

The AODA Customer Service Standards Policy and Procedure exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or procedure, or if the purpose of the policy is not understood, an explanation will be provided upon request to the Supports and Services Manager.

The policy and procedure is available on the Community Living Haldimand website and will be provided in an accessible format, or with communication support, on request.

If Community Living Haldimand is requested to provide a person with a disability a document or information, Community Living Haldimand will take into consideration the communication needs of the person with a disability and endeavour to provide the information to the person in a format that takes into account the person's disability.



CUSTOMER SERVICE FEEDBACK FORM

We encourage and appreciate your Feedback on Community Living Haldimand’s ability to meet your accessibility needs, in order to better serve the people we support, their families, employees and visitors. Feedback can be provided in the following ways:-

- by contacting Central Administration office by calling 905-772-3344 Ext. 100 or by email: centraladmin@clhaldimand.com
- verbally to an Employee, Supervisor, Manager, Director or Executive Director
- completion of this form, and delivery to Central Admin Office, Jennie Deagle Complex, 2256 River Road, Cayuga, ON N0A 1E0

A response to feedback given will be provided within five (5) days of receipt and will be provided in the format requested by the person submitting.

I have difficulty accessing the following goods and services provided by Community Living Haldimand:-

My accessibility needs would be better met by Community Living Haldimand providing the following:-

I would like response to my feedback to be provided as follows:-

- mail (please provide mailing address)
- email (please provide email address)
- phone (please provide phone number)
- other (please indicate)

Name (please print)

Signature

Date