

AGENCY POLICIES AND PROCEDURES

Agency

Accessible Customer Service Policy

Approved: **Dec 16, 2011**

Revised: Dec 16, 2011

Policy: KW Counselling Services is committed to excellence in serving all customers including people with disabilities and to ensure persons with disabilities are given an opportunity equal to that given to others. This policy is in addition to the Customer Service Policy

Goal: To ensure KW Counselling Services uses reasonable efforts to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.

Definitions:

- **Disability:** any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness. A condition of mental impairment, mental disorder, developmental disability, learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- **Service Animal:** an animal used by a person with a disability for reasons relating to his or her disability. The person may provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability or it may be readily apparent.
- **Support Person:** a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.
- **Assistive Device:** a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communications and lifting.

PRACTICE

Scope

- Applies to Board members, employees, interns and volunteers.

Training

All KW Counselling Services Board members, employees, interns and volunteers who deal with the public or other third parties on their behalf; including but not limited to individuals in the following positions will be trained.

This training will be provided to Board members, employees, interns and volunteers at the time orientation is completed and when changes are made to our accessible customer service plan.

Training will include the following:

- An overview of the accessibility for Ontarians with disabilities Act, 2005 and the requirements of the customer service standard
- KW Counselling's accessible customer service plan
- 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
- What to do if a person with a disability is having difficulty in accessing KW Counselling's goods and services

Assistive devices

KW Counselling will ensure affected staff/interns/volunteers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services

Communication

We will communicate with people with disabilities in ways that take into account their disability. When employees are unsure about the best approach they are encouraged to ask the person politely and not assume how they can best communicate with them.

Service Animals

KW Counselling welcomes people with disabilities and their service animal. Service animals are allowed on our premises.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, alternative services and assistance will be provided, if available.

KW Counselling staff will attempt to notify customers promptly and directly through the following process:

KW Counselling Website

Entrances/Exits

Intranet notices to staff

Radio/TV as appropriate

All Directors, will ensure the process is implemented as outlined and will give clear direction to staff in the event of disruption to services.

Feedback Process

Customers who wish to provide feedback on the way KW Counselling provides goods and services to people with disabilities can verbally discuss their concerns or send an email directly to info@kwcounselling.com

Applicable Forms

- Customer feedback form
- Record of customer feedback form

All feedback will be directed to the appropriate Service Director and the Executive Director. Customers can expect to hear back within 2 business days. Complaints will be addressed according to KW Counselling Services complaint management procedures.

Modifications to This or Other Policies

Any Policy of KW Counselling that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed.

Notice of Availability of Documents

A copy of KW Counselling's Accessible Customer Service Plan shall be made available to persons with a disability upon request.

Format of Documents

Copies of documents or the information contained within a document provided to a person with a disability shall be provided in a format that takes into account the person's disability.