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Approved by: 

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Name/Title: Fran Bell, MSC Board Chair

Responsibility of: Kathryn Leatherland

Name/Title: Executive Director

Issued By: Organizational Development

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ACCESSIBLE CUSTOMER SERVICE POLICY

Purpose:

The purpose of this Accessible Customer Service Policy is to fulfill the requirements set out in regulation 429/07 to establish a policy for the Multi-Service Centre (MSC) that governs the provision of its goods or services to persons with disabilities.

Scope:

This policy shall apply to every person who interacts with members of the public or other third parties on behalf of the MSC, whether the person does so as a Board member, employee, volunteer or otherwise.

Definitions:

Assistive devices - shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

Disabilities - shall mean the same as the definition of “disability” found in the Ontario Human Rights Code.

Employees - shall mean every person who interacts with members of the public or other third parties on behalf of the MSC, whether the person does so as an employee, agent, volunteer or otherwise.

Persons with Disabilities - shall mean those individuals who have a disability as defined under the Ontario Human Rights Code.

Service Animals - shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Support persons - shall mean any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

Policy Statement:

The MSC is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

The MSC shall use reasonable efforts to ensure that its policies, procedures and guidelines are consistent with the following principles:

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated 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 goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals will be accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- MSC employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.

Service Animals, Support Person(s), Assistive Devices

We are 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. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person or who use assistive devices while accessing goods and/or services. Any person with a disability who is accompanied by a support person will be allowed to enter the MSC'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 our premises.

Service Disruption - Notice

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice. People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. Notice will be provided on the website, over the phone, or in writing where applicable, and in accordance with the Business Continuity Plan.

Unexpected Disruption In Service - Notice

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

Training

The following individuals will receive training:

- Every person who participates in developing the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
- Every person who interacts with the public on behalf of the MSC, including 3rd parties i.e. employees, agents, volunteers, management.
- All levels of current employees and volunteers.

New employees and volunteers shall receive training as soon as “practicable” after being assigned.

Ongoing training on changes to policies, procedures, and new equipment shall be provided. The method and amount of training shall be geared to the trainee's role in terms of accessibility, and the resources of the MSC.

Training Records

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided and their names.

Notice of Availability of Documents

The MSC will notify the public that documents related to accessible customer service are available upon request by posting a notice on our website and in our public areas of service.

The MSC will make this document available in an accessible format or with communication support upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Modifications to this or other policies

Any policies of the MSC that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Feedback Process

In keeping with the MSC's vision of "Embracing Personal Independence. Celebrating a Caring Community." and our mission, "A community organization committed to partnerships, innovation and excellence", comments relating to our programs and services with regard to customer service are welcomed and appreciated. Feedback regarding the way the MSC provides goods and services to people with disabilities can be made: verbally, by e-mail at info@multiservicecentre.com, by feedback card or in writing. All feedback will be directed to the program director or department manager.

Responsibilities:

This policy applies to MSC Board members, employees, volunteers, contractors, and any other individuals who interact, represent or provide service for the MSC. Failure to comply with this policy may result in disciplinary action up to and including termination.

References:

Accessibility for Ontarians with Disabilities Act (AODA)
Accessibility Standards for Customer Service, Ontario Reg. 429/07
Integrated Accessibility Standards, Ontario Reg. 191/11
MSC Multi-year Accessibility Plan 2018
Ontario Human Rights Code

Contact Details:

For more information on our accessibility plan, please contact:

Multi-Service Centre

96 Tillson Ave

Tillsonburg, ON N4G 3A1

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Standard and accessible formats of this document are available free upon request.