

## Manual of Administration

<b>TOPIC:</b> Administration	<b>SUBJECT:</b> Accessible Customer Service Plan	<b>Code: AD005</b>
		<b>Date of Issue: July 2011</b>
		<b>Revised:</b>
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**Avenue II 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.

### **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, Avenue II 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.

This notice will be placed at 122 S. Cumberland Street.

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### **TRAINING FOR STAFF:**

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

This training will normally be provided to staff within 30 days of starting work at Avenue II.

#### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Avenue II'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 the specialized equipment 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 Avenue II's goods and services.

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

### **FEEDBACK PROCESS:**

Customers who wish to provide feedback on the way Avenue II provides goods and services to people with disabilities can call (807) 345-9933 or email [avenueii@tbaytel.net](mailto:avenueii@tbaytel.net).

All feedback will be directed to the Executive Director.

Customers can expect to hear back in 30 days.

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

### **MODIFICATIONS TO THIS OR OTHER POLICIES:**

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