



GRANDVIEW
CHILDREN'S
CENTRE

Client/Customer Service Policy: Providing Goods and Services to People with Disabilities

In accordance with the Accessibility for Ontarians with Disabilities Act ("AODA"), and for the purposes of this document, the term "Visitor" refers to all people who come to Grandview Children's Centre, regardless of ability, including guests, clients, customers, members of the public, etc.

1. Mission

Grandview Children's Centre's mission is to work with children and youth with special needs and their families to achieve their personal best.

2. Our commitment

In fulfilling our mission, Grandview strives at all times to provide goods and services in a way that respects the dignity and independence of people with various abilities. We are also committed to giving people with various abilities the same opportunity to access goods and services and allowing them to benefit from the same services, in the same place and in a similar way as others.

3. Providing goods and services to people with disabilities

Grandview is committed to excellence in serving all visitors regardless of ability and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with visitors in ways that take into account their various abilities.

We will train staff who communicate with visitors on how to interact and communicate with visitors with various abilities.

3.2 Telephone services

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

We will offer to communicate with visitors by secure e-mail or Bell relay services if telephone communication is not suitable to their communication needs or is not available (information regarding health records should not be communicated via regular email, therefore a secure access email system is available upon registration).

3.3 Assistive Devices

We are committed to serving visitors who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by visitors while accessing our goods or services.

We will also ensure that the appropriate staff know how to use any relevant assistive devices available on our premises for visitors.

3.4 Billing

We are committed to providing accessible invoices to all of our visitors. For this reason, invoices will be provided in the following formats upon request: hard copy, larger print, e-mail, etc., as agreed upon.

We will answer any questions clients may have about the content of the invoice in person, by telephone or e-mail.

4. Use of service animals and support persons

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

We are committed to welcoming visitors who are accompanied by a support person. Any visitor who is accompanied by a support person will be allowed to enter Grandview's premises with his or her support person. At no time will a visitor who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to Grandview's services, which include recreational activities. Visitors will be informed of this by a notice that will be posted in Grandview's premises and in our recreation materials.

5. Notice of temporary disruption

Grandview will provide visitors with notice in the event of a planned or unexpected disruption in the facilities or services usually used by visitors with various abilities. This notice will include information about the reason for the disruption, its anticipated duration (if known), and a description of alternative facilities or services, if available.

As appropriate, the notice will be placed at all public entrances and service counters on our premises, and if appropriate verbally on our pool or centre voice mail message. Notice of therapy pool closure will be on the pool information message into which visitors call prior to attending the pool. Based on the uniqueness of the visitor's abilities, and as appropriate, the therapist will contact expected visitors to advise of a service interruption.

6. Training for staff

Grandview will provide training to all employees, volunteers and others who interact with visitors on Grandview's behalf, and all those who are involved in the development and approvals of visitor service policies, practices and procedures.

This training will be provided within one month after the commencement of their duties.

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 visitors with various types of abilities
- How to interact with visitors with various types of abilities who use an assistive device or require the assistance of a service animal or a support person

- How to use the equipment or devices as appropriate, e.g. plinth beds, wheelchair lifts, etc., available on provider's premises or otherwise that may help with the provision of goods or services to visitors with various abilities.
- What to do if a visitor is having difficulty in accessing Grandview's goods and services.
- Grandview's policies, practices and procedures relating to the customer service standard.

Applicable staff, volunteers and others who interact with visitors on Grandview's behalf will be trained on policies, practices and procedures that affect the way goods and services are provided to visitors with various types of abilities. They will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback process

The ultimate goal of Grandview is to meet and surpass visitor expectations while serving visitors with various abilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated (see attached Schedule A for sample).

Feedback regarding the goods and services that Grandview provides to visitors with various abilities can be made by e-mail, verbally and/or a feedback card placed in the suggestion box located in the waiting area of each of our main offices. All feedback will be directed to Grandview's Executive Director or designate, and can expect a response within 3 business days.

Complaints will be addressed according to complaint categories already established in our Centre's complaint management procedures.

8. Modifications to this or other policies

We are committed to developing service policies that respect and promote the dignity and independence of visitors with various abilities. Therefore, no changes will be made to this policy before considering the impact on visitors with various types of abilities.

Any policy of Grandview that does not respect and promote the dignity and independence of visitors with various abilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to visitors with various abilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Executive Director or designate.

Grandview Children's Centre strives to ensure that all policies and procedures comply with AODA requirements. In the event that a policy is under review or modification to address AODA, all staff are to conduct themselves based on guidelines within this policy.

Schedule A:

Accessibility for Ontarians with Disabilities Act (AODA) Service Feedback Form

Thank you for visiting Grandview Children's Centre. We value all feedback and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____

Did we respond to your AODA service needs today?

YES NO

Was our service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?

YES (please explain below) SOMEWHAT (please explain below) NO

Please add any other comments you may have:

Contact information (optional): _____

Thank you.

Grandview Children's Centre

Record of Accessibility for Ontarians with Disabilities Act (AODA) Service Feedback

Date feedback received: _____

Name of visitor (optional): _____

Contact information (optional): _____

Details: _____

Follow-up: _____

Action to be taken: _____

Staff member: _____

Date: _____