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# Accessible Customer Service Plan

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## **Providing Goods and Services to People with Disabilities**

The Four Villages Community Health Centre, (Four Villages) 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. Service animals are allowed on the parts of our premises that are open to the public.

### **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 Four Villages 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.

The notice will be physically placed at the appropriate site location, on the web site, ([www.4villageschc.ca](http://www.4villageschc.ca)) and in the event of extended closure will be posted in the local newspaper.

### **Training for staff**

Four Villages will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff as part of the orientation program provided at the commencement of employment.

### **Training will include**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Four Villages' 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 who require the assistance of a service animal or a support person.
- How to use the all equipment made available by Four Villages to help people with disabilities to access goods and services.
- What to do if a person with a disability is having difficulty in accessing Four Villages' 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 that Four Villages provides goods and services to people with disabilities can:

-Phone: 416-604-3361

-Fax: 416-604-3367

-Provide feedback in person

-Use a feedback form

-Use the annual client satisfaction survey

All feedback will be directed to The Management Team and customers can expect to hear back in within five working days. Complaints will be addressed in accordance with the organization's regular complaint management procedure.

### **Modifications to this or other policies**

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