

1.8 PROVIDING CUSTOMER SERVICE TO PEOPLE WITH DISABILITIES

Intent

The MPCC strives to give people with disabilities the same opportunity to access and benefit from our services as any other customer. While providing customer service to people with disabilities, the MPCC staff will respect their dignity and independence.

Policies and Procedures

1. Staff will be trained on the customer service standards of the 'Accessibility for Ontarians with Disabilities Act, 2005' (AODA) during their orientation.
2. Board of Directors will be trained on the customer service standards of AODA within six (6) months of election or appointment.
3. Training will include:
 - a) The purpose of AODA and the requirements of the customer service standard.
 - b) How to interact and communicate with people with various types of disabilities.
 - c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
 - d) How to use any assistive devices on the premises that might help with the provision of services to people with disabilities.
 - e) What to do if a person with a disability is having difficulty accessing MPCC services.
 - f) Review of MPCC policies and procedures regarding customer service to persons with disabilities.
4. Training will be updated when there are changes to policies and/or procedures.
5. Communication will be in ways which take into account a person's disability.
 - a) Telephone communication will be clear, slow, and in plain language.
 - b) When necessary, alternatives to telephone communication, such as written or electronic options, will be offered.
 - c) Invoices and related billing documents will be provided in hard copy, electronic copy or large print when requested.
6. Service animals are welcomed at our programs.
7. Support persons provided by the participant are welcomed at our programs for no additional registration cost.
8. In the event of temporary disruption to facilities or services used by person(s) with disabilities, a notice detailing the reason for the disruption, and its anticipated duration will be posted at all entrances.
9. Comments on how MPCC services meet the needs of persons with disabilities are welcomed.
 - a) Feedback can be provided: electronically (email, text message), verbally or hand-written ;
 - b) Comments should be directed to the Executive Director, and
 - c) A response will be prepared within 5 business days.

MOTION: To approve '1.8 Providing Customer Service to People with Disabilities' addition to the Core Procedures Manual. Erin Yoshida, 2nd Jennifer Thiesson. Approved on December 14, 2011.

Amended with the addition of 9a) December 3 2014

Accessibility for Ontarians with Disabilities Act (AODA): Accessibility Policies and Multi-Year Accessibility Plan

Statement of Commitment: The Manor Park Community Council (MPCC) is committed to treating people in a way that allows them to maintain their dignity and independence. The MPCC is committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and by meeting accessibility requirements under the AODA.

Policies and procedures:

AODA Standard: Training

1. The statement of commitment shall be posted.
2. The MPCC staff shall be trained on AODA standards and Ontario Human Rights Code (as it applies to accessibility) as part of orientation and annually thereafter.
3. The Board of Directors shall review AODA standards and Ontario Human Rights Code (as it applies to accessibility) annually.
4. Training shall be provided in a way that best suits the duties of employees or volunteers.
5. Training shall be conducted by a manager or designate.

AODA Standard: Information and Communication

1. The MPCC shall consult with those persons with disabilities accessing our services to determine their information and communication needs.
2. When requested, the MPCC shall provide information and communications materials in accessible formats or with communication supports.
3. Feedback processes shall be accessible to people with disabilities upon request.
4. Websites and their content will conform with WCAG 2.0, Level AA by January 1 2021.

AODA Standard: Employment

1. The public and staff shall be notified that, when requested, the MPCC will accommodate disabilities during recruitment and when employees are hired.
2. If needed, the MPCC shall develop an individualized accommodation plan and/or workplace emergency information for any employee who has a disability.

Modification of this or other policies:

Policies that do not respect and promote dignity and independence shall be modified or removed.

To be approved by Board of Directors November 27 2013

MOTION: To approve '1.8 Providing Customer Service to People with Disabilities' addition to the Core Procedures Manual. Erin Yoshida, 2nd Jennifer Thiesson. Approved on December 14, 2011.

Amended with the addition of 9a) December 3 2014