

***Our Vision A community where everyone is valued.***

***Our Mission: To offer quality services and supports built on choice and advocacy, while fostering the community's capacity to value all members.***

## **Accessible Customer Service Plan**

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

Community Living Durham North is committed to excellence in serving all people with disabilities.

#### **Assistive Devices**

We will ensure that our staff are trained in the use of any assistive devices that we make available at any of our locations.

#### **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**

The nature of our work is to provide support staff to persons with intellectual disabilities. A member of the public with a disability who is accompanied by a support person is welcomed on our premises.

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or these facilities, Community Living Durham North 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 on the front door of the 60 VanEdward building.

## **Training**

Community Living Durham North will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

All positions working at the 60 VanEdward building will be trained in Customer Service Standards Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005. Training will be provided to newly hired staff during agency orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Community Living Durham North's plans 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 operate the automatic wheelchair entrance and how to report issue with this device.
- What to do is a person with a disability is having difficulty accessing our services.

## **Feedback Process**

Customers who wish to provide feedback on the way Community Living Durham North provides services to people with disabilities can provide feedback in person, via email, mail or phone.

All feedback, including complaints will be recorded in our Aims Database and a response by a director will be provided on the next business day.

## **Modifications to this Customer Service Plan or Policies**

Any plan or policy of Community Living Durham North that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

*Reviewed, January 19, 2024*