

Accessible Customer Service

1.0 APPLICATION

- 1.1 This policy applies to all employees of Suomi-Koti Toronto Finnish-Canadian Seniors Centre, agents, volunteers and contracted service staff.

2.0 PURPOSE

- 2.1 Under the *Accessibility for Ontarians with Disabilities Act, 2005* Suomi-Koti Toronto Finnish-Canadian Seniors Centre must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for Suomi-Koti Toronto Finnish-Canadian Seniors Centre, in accordance with Ontario Regulation 429/07

3.0 POLICY STATEMENT

- 3.1.1 Suomi-Koti Toronto Finnish –Canadian Seniors Centre is committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that respects the dignity and independence of all customers. The provision of goods and services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Suomi-Koti Toronto Finnish-Canadian Seniors Centre.

4.0 PROCEDURE(S)

4.1 Use of Service Animals and Support Persons

If a person with a disability is accompanied by a guide dog or other service animal, Suomi-Koti Toronto Finnish-Canadian Seniors Centre will ensure that the person is permitted to enter any public area with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Service animals are the responsibility of the person with a disability including their care and control at all times when on Suomi-Koti Toronto Finnish-Canadian Seniors Centre premises. Where a service animal is excluded by law, Suomi-Koti Toronto Finnish-Canadian Seniors Centre will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from Suomi-Koti Toronto Finnish-Canadian Seniors Centre's goods and services.

If a person with a disability is accompanied by a support person, Suomi-Koti Toronto Finnish-Canadian Seniors Centre will ensure that both persons are permitted to enter any facility, and that the person with a disability is not prevented from having access to the support person.

4.2 Notice of Temporary Disruptions

Suomi-Koti Toronto Finnish-Canadian Seniors Centre will provide notice of temporary service disruptions. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any available, alternative services. Notice will be made conspicuous and will be made in way appropriate to the nature of the disruption.

Notice will be provided at the store location, on the website, or other reasonable means.

4.3 Accessibility Training Policy

Every person who deals with members of the public or who participates in developing Suomi-Koti Toronto Finnish-Canadian Seniors Centre's policies, practices and procedures governing the provision of goods and services to the public; including organization staff, volunteers, agents, contractors and others who provide service on behalf of Suomi-Koti Toronto Finnish-Canadian Seniors Centre will receive training regarding the provision of goods and services to persons with disabilities

The training will include the following information

- i. the purposes of the Accessibility for Ontarians with Disabilities Act,
- ii. how to interact and communicate with persons with various types of disabilities,
- iii. how to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
- iv. how to use equipment made available by Suomi-Koti Toronto Finnish-Canadian Seniors Centre to help people with disabilities to access goods and services
- v. what to do if a person with a disability is having difficulty accessing Suomi-Koti Toronto Finnish-Canadian Seniors Centre's goods and services

Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

4.4 Feedback Process

Suomi-Koti Toronto Finnish-Canadian Seniors Centre has a feedback process through which people with disabilities are encouraged to provide information and feedback about the goods and services they receive. Feedback can be received in a variety of ways, in person, by mail, or email, by telephone, or otherwise.

When feedback is received, it will be reviewed by the Administrator.

When a complaint is received, the following action will be taken; the complaint will be reviewed by the Administrator. Depending on the situation, the customer will be contacted. All feedback, including complaints, are reviewed as soon as possible after being received. Trends in complaints and other feedback are monitored and where appropriate solutions are implemented.

The feedback process is promoted on the website, on notices and with other reasonable methods.

4.5 Notice of availability of documents

Suomi-Koti Toronto Finnish-Canadian Seniors Centre will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided on the web site and through other printed methods as appropriate.

4.6 Format of documents

If Suomi-Koti Toronto Finnish-Canadian Seniors Centre is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, Suomi-Koti Toronto Finnish-Canadian Seniors Centre will take into account the persons' ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.