



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Introduction

Middlesex Community Living Accessibility Policy guides the agency's work in the areas of accessibility. The Accessibility Policy Statement, approved by the Board of Directors, is the agency's commitment statement as follows:

Statement of Commitment

Middlesex Community Living is committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Purpose

The purpose of the Accessibility Plan is to identify and address accessibility issues in the community including locations owned/leased/operated by Middlesex Community Living. The agency is dedicated to identifying and removing barriers that limit and restrict the ability of people with disabilities from fully accessing the community and our locations.

Customer Service

Middlesex Community Living will uphold the customer service standards of the Accessibility for Ontarians with Disabilities Act. Current customer service best practices are outlined in Middlesex Community Living Accessibility Training. This training outlines best practices regarding customer service and is available via the agency's website www.middlesexcl.on.ca.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on-site or that we provide 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 encouraged to have that person accompany them on our premises. We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at 82 Front Street West, Middlesex Community Living will notify customers promptly. This posted notice will include information about the reason for the disruption and its anticipated length of time.

The notice will be placed at 82 Front Street W. Strathroy, Ontario.

Accessible Emergency Information

Middlesex Community Living is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Process to Accommodate Employees

Middlesex Community Living will review the following employment processes to identify any barriers to employment for people with disabilities:

- recruitment, assessment and hiring processes;
- return-to-work policies for employees that have been absent due to a disability;
- performance management, career development and job changes and
- methods to prevent and remove other accessibility barriers identified.

Accommodation Plans

Individual accommodation plans for employees who have a disability will be in place prior to the January 1, 2016 deadline and will include:

- the accommodation to be provided to the agency;
- how the agency will help the employee be safe in an emergency;
- the accessible and communication supports the employee needs;
- how and when the employee's accommodation plan will be reviewed and updated;
- the circumstances the person's accommodation plan will be shared with others, including the employee's signed consent.

Training

Middlesex Community Living will provide training to employees, volunteers, and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Middlesex Community Living provides goods and services to people with disabilities can call 519-245-1301. All feedback, including complaints, will be acknowledged and investigated if deemed required. Customers can expect to hear back within ten business days.

Notice of availability

Middlesex Community Living will notify the public that our policies and /or the Accessibility Compliance Report are available upon request in written or electronic format.

Modifications to this or other policies

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

2015/Reviewed May 2016/Revised May 2017/reviewed 2018