

| ALPHA COURT POLICIES & PROCEDURES | | | |
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| Chapter: | WORKPLACE CONDUCT | Policy No. | 4-WC-3 |
| Subject: | Accessibility Standard for Customer Service | Drafted: | |
| Approved by Executive Director | | Date Approved: Previously Approved Date: Replaces: | Nov. 30, 2011 |
| Reviewed by: Management <input checked="" type="checkbox"/> Policy. Com. <input type="checkbox"/> | | | |
| Annual Review by Executive Director Signed: C. Richardson | | Date Reviewed: | |
| | | | Page 1 of 4 |

1.0 RATIONALE

This policy ensures that all stakeholders of Alpha Court are aware of the benefits of achieving an accessible environment for people with disabilities, and know the rights and responsibilities of employees, volunteers and other individuals who interact with customers on behalf of Alpha Court.

2.0 POLICY

Alpha Court strives to provide our services in a manner that is accessible to all of our customers. We are committed to putting the needs of our customers first and will ensure the four principles of independence, dignity, integration and equality of opportunity are applied to our agency. Alpha Court respects the dignity and independence of people with disabilities and is committed to offering equal opportunity to access our services and to providing the benefits of the same services, in the same place and in a similar way to all customers.

3.0 PROVIDING GOODS AND SERVICES TO CUSTOMERS WITH DISABILITIES

Alpha Court is committed to excellence in serving all customers including people with disabilities. When providing information to people with disabilities we will provide the information in a format that takes into account the person's disability. We will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability and services will be provided according to individual needs.

3.2 Telephone and Verbal Services

We are committed to providing fully accessible telephone service to our customers. Staff will be familiar with communication techniques that enable them to communicate with customers in plain language and to speak clearly and slowly. If telephone or verbal communication is not suitable to their communication needs or is not available, we will offer to communicate with customers by e-mail, text messaging, pen and paper and sign language and interpreter.

3.3 Written Services

We are committed to providing fully accessible written services to our customers. We will accommodate any specific needs. E.g.: mapping the office, large print and the option for written material to be read out-loud.

Alpha Court is committed to meeting all customer needs and will support further accommodations when required.

4.0 ASSISTIVE DEVICES

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. People with disabilities have the right to use their own personal assistive devices while accessing our goods and services. Alpha Court staff will be familiarized with the assistive devices available at Alpha Court.

5.0 SERVICE ANIMALS

We welcome customers with disabilities who are accompanied by a service animal on our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with customers with disabilities who are accompanied by a service animal.

6.0 SUPPORT PERSONS

We welcome customers with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Alpha Court's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. If confidential information is being shared the individual with disability will be asked if they feel comfortable in having their support person stay present.

7.0 NOTICE OF TEMPORARY DISRUPTION

Alpha Court will provide customers with notice in the event of a planned or unexpected disruption in all of Alpha Court's facilities or services usually used by people with disabilities. The Housing Division will be responsible for posting disruption notices relating to housing matters and the Administrative Assistant will be responsible for posting notices in the prescribed areas at Wilson Street.

7.1 Unplanned Service Disruption

When a disruption in service is not planned and is unexpected, Alpha Court is committed to providing timely notice. Alpha Court will provide notice of service disruption by posting information in conspicuous places such as front entrances, near elevators, company voicemail and our website. In an uncommon circumstance, when necessary, Alpha Court's staff will contact their customers by phone to advise them of the temporary disruption.

7.2 Planned Service Disruption

If a disruption in service is planned and is expected, Alpha Court believes it is important to provide reasonable written notice. In this case reasonable notice will be 5 days in advance or as soon as possible. Service disruption notices will also be posting in the prescribed areas.

All notice of disruptions will include:

- Type of disruption;
- Reason for disruption;
- Anticipated duration of disruption;
- Description of alternate facilities or services;
- Appropriate contact information, if available.

8.0 TRAINING FOR STAFF

Alpha Court will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Alpha Court employees in all positions will be trained. New employees will be trained no later than 10 days of their start date.

Training will include the following:

- Review the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Examine ways to improve customer service with customers with disabilities;
- How to interact and communicate with people with various types of disabilities;
- How to interact with customers with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- Enhance essential customer service skills;
- Alpha Court's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

9.0 FEEDBACK PROCESS

Alpha Court has a process to receive feedback on our services and goods provided to people with disabilities. We would like to know if we are meeting your expectations. All feedback is welcome and appreciated. Alpha Court's feedback process will be available on our website and at our Wilson Street location.

Customers who wish to provide feedback on the way Alpha Court provides services to customers with disabilities can by e-mail, in person, by telephone, by fax and in writing. All feedback will be directed to Alpha Court's Executive Director. Customers can expect to hear back in writing within 7 days of receiving the complaint. Please ensure to include a return address. Complaints will be addressed according to our Agency's regular complaint management procedures.

Please tell us:

1. As a person with a disability, how satisfied were you with the overall accessibility of the service you received?
2. If you were satisfied, please tell us why?
3. If you were not satisfied, what can we do to improve our accessibility?

Call: 807-683-8200

Fax: 807-683-8225

Write to us:

221 Wilson Street

Thunder Bay, On

P7B 1M7

Email a message to: info@alphacourt.ca

10.0 MODIFICATION TO THIS OR OTHER POLICIES

Alpha Court is committed to developing customer service policies that respect and promote the dignity and independence of customers with disabilities. Therefore, no changes will be made to this policy before considering the impact on customers with disabilities.

Any policy of Alpha Court that does not respect and promote the dignity and independence of customers with disabilities will be modified or removed.

11.0 QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resource Coordinator.