

Customer Service Standards

Scope: All employees, students and volunteers

Rationale: To ensure compliance with Accessibility for Ontarians with Disabilities Act

Policy: TCCSS is committed to giving people with disabilities the same opportunities to access our goods and services, and allowing them to benefit from the same services in the same place and in a similar way as other clients.

To ensure support for and compliance with the Customer Service Standards as set out in the Accessibility for Ontarians with Disabilities Act (AODA), TCCSS will provide accessible service to people with various kinds of disabilities, respecting the core principles of independence, dignity, integration and equal opportunity.

Approved: _____
(Board President)

Date: _____

Procedure:

TCCSS will make every reasonable effort to communicate with people with disabilities in ways that take into account their disability. TCCSS staff and volunteers will make every reasonable effort to provide a suitable method of communication that is agreed upon with the customer/client.

TCCSS is committed to welcoming people with disabilities who are accompanied by a support person or a service animal. A support person will be permitted to attend without charge where attendance or program fees exist.

TCCSS will make every effort to accommodate any persons who use an assistive device to access goods and services on TCCSS premises or at TCCSS programs.

TCCSS will post written notice on our website and in a conspicuous location if there are any temporary disruptions of services / programs at any TCCSS locations. The notice will include details of the reason and duration of the disruption (if known) as well as any alternative available to continue with service.

TCCSS will provide written Emergency Procedures in accessible format (or with communication supports) upon requests.

TCCSS will provide a written feedback form on our website as well as paper form at all TCCSS locations for customers to provide feedback on their experience of receiving services from TCCSS.

TRI-COUNTY COMMUNITY SUPPORT SERVICES
ADMINISTRATION

TCCSS will provide training to all staff and volunteers who deal with clients/ customers in providing accessible customer service.

Approved : _____

Date: _____

(Executive Director)