



## Accessible Customer Service Plan

### Providing Goods and Services to People with Disabilities

Tri-County Mennonite Homes (TCMH) is an organization whose mission is to provide leadership in service to seniors and developmentally disabled individuals by dedicated staff and volunteers. In fulfilling this mission, TCMH strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

**Tri-County Mennonite Homes is committed to excellence in serving all customers including people with disabilities.**

#### **Policies, Practices and Procedures**

As part of this commitment, we have established various policies, practices and procedures for how our goods and services are provided to people with disabilities. These include the following areas:

#### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices 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. Should we not be able to meet communication needs on site, every effort will be made to seek appropriate assistance from other sources.

#### **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 allowed to have that person accompany them on our premises.

Fees will not be charged for support persons. Should an admission fee be required by a support person to an event or program, TCMH will ensure that notice is given in advance by posting notice of admission fees for support persons where TCMH fees are posted.

## Accessible Customer Service Plan continued

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, TCMH 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.

TCMH will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the customer service standards
- TCMH plan 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 work with TTY, service animals and support persons
- What to do if a person with a disability is having difficulty in accessing TCMH goods and services
- Staff will also be trained when changes are made to the plan.

### Feedback process

Customers who wish to provide feedback on the way TCMH provides goods and services to people with disabilities can speak directly to the staff member, to the executive director at their division, or via email, in writing and/or over the telephone.

All feedback will be directed to the Divisional Executive Director. Customers can expect to hear back within 10 days. Complaints will be addressed according to our organization's regular complaint management procedures.

A written feedback form is available at each TCMH division. As well people with concerns can email for feedback.

### Modifications to this or other policies

Any policy, procedure or plan of TCMH that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. The organizational policy will be reviewed and updated as required by the regular policy committee review process.