



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Purpose:

The stated purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is:

- *To achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.*
- The Windsor Women Working With Immigrant Women (**WWWIW**) is committed to meeting the requirements of the accessibility standards for customer service, established by AODA regulations, by January 1, 2010. Ontario Regulation 429/07 - Accessibility Standards for Customer Service - applies to every designated public sector organization and to every person or organization that provides services to members of the public or other third parties and that has at least one employee in Ontario.

This policy establishes the accessibility standards for customer service for the **WWWIW**, in accordance with the requirements of Ontario Regulation 429/07.

Rationale Statement

- This policy supports the principles of Client-Driven Care because it provides respectful services that focus on the unique needs of each individual.
- This policy enables the WWWIW to be a good steward of resources by ensuring that persons with disabilities have access to accessible customer service documents.

Definitions

The AODA and Ontario Regulation 429/07 contain and refer to various definitions that are relevant to this policy, some of which are set out below.

BARRIER:

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (“obstacle”)

DISABILITY:

a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,



- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (“handicap”)

Operational Policies

GUIDE DOG: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons’ Rights Act 1990 s1 (1))

SERVICE ANIMAL: an animal acting as a service animal for a person with a disability, (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

SUPPORT PERSON: in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

POLICY

This policy applies to **WWWIWW** staff members who deal with the public, or other third parties, as well as persons involved in developing WWWIWW policies, procedures, and practices pertaining to the provision of goods and services to the public or other third parties, whether they do so as employees, volunteers, Board members or otherwise.

The **WWWIWW** makes reasonable efforts to ensure that its policies, procedures, and practices, pertaining to the provision of services to the public and other third parties, align with the following guiding principles, as set out in Ontario Regulation 429/07:

1. The provision of the services is in a manner that respects the dignity and independence of persons with disabilities.
2. Integration of the provision of goods or services to persons with disabilities and others unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Giving persons with disabilities an opportunity equal to that given to others to obtain, to use, and to benefit from the services.



The Windsor Women Working With Immigrant Women is committed to excellence in serving all clients including people with disabilities.

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 allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons

We will notify clients of this by posting a notice in the following location(s):

- W5 front desk

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities such as washrooms and elevators, **The Windsor Women Working With Immigrant Women** 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. The notice will be placed at the entrance of the Organization

Training

The Windsor Women Working With Immigrant Women will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. All staff will be provided training

This training will be provided to staff within three months of their joining the Organization.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **The Windsor Women Working With Immigrant Women's** 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 use the resources that may help with providing services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing **The Windsor Women Working With Immigrant Women's** services

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

Feedback process

We strive to improve accessibility for our clients with disabilities. Clients who wish to provide feedback on the way **The Windsor Women Working With Immigrant Women** provides services to people with disabilities can provide their feedback and comments in the suggestion box located at the reception desk and/or online on our website at: www.wiw.org, via email at info@www.wiw.org or verbally by contacting 519-973-5588. Please be advised that copies are available in alternate format when requested. All feedback, including complaints, will be directed to the Director of Programs. Clients can expect to hear back in two weeks.

Notice of availability

The Windsor Women Working With Immigrant Women will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

- Reception desk
- W5 website

Modifications to this or other policies

Any policy of **The Windsor Women Working With Immigrant Women** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

This document is available in an alternative format on request