



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Windsor Women Working With Immigrant Women is committed to excellence in serving all customers 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 customers 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 customers with disabilities such as washrooms and elevators, **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

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
- **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 **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 **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. 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

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 **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