

TEMPORARY DISRUPTIONS

Where there is a disruption at a particular location or to a service used to allow a person with a disability access to CLH goods or services, CLH will provide notice to the public of the disruption, including the duration of the disruption and a description of alternative facilities or services that may be available.

FEEDBACK

Persons who wish to comment on CLH's provision of services for persons with disabilities may do so by contacting the Human Resources Department in person, by telephone, in writing or electronically at:

- In person: Angela Larmand
283 King Street
Midland ON
- By mail: 339 Olive Street,
Midland, ON L4R 2R4
- Telephone: 705.526.4253 Ext 218
- Cell: 705.528.2437
- Fax: 705.527.4182
- Email: alarmand@clhmidland.on.ca



TO SUPPORT AND INCLUDE



ACCESSIBLE CUSTOMER SERVICE PLAN



Community Living Huronia (CLH) is committed to equal access to goods and services and is obligated to facilitate the implementation of *the Accessibility for Ontarians Act, 2005* (AODA) and Ontario Regulation 429/07, "Accessibility Standards for Customer Service."

CLH makes every effort to ensure its policies, practices and procedures are consistent with the principles described in the Regulation, namely:

1. Goods or services are provided in a way that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities are integrated unless an alternate measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain or benefit from the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. O.Reg. 429/07, s. 3 (2).

CLH will make every effort to ensure that our policies and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES



CLH is committed to excellence in serving all persons including persons with disabilities and carries out its functions and responsibilities to ensure that policies, practices and procedures are consistent with the following:

- a) Goods and services are provided in a manner that respects dignity and independence of persons with disabilities:
- b) The provision of CLH's goods and services to persons with disabilities is integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from our goods and services;

NOTE: All contractors who are engaged to provide services for CLH are required to sign off that they adhere to the legislated customer service requirements.



COMMUNICATION



To ensure the best possible customer service, CLH encourages open two-way communication with all persons interacting with the organization to ensure the need for accommodation or assistance is met.

Persons who identify themselves as requiring alternative communication formats will be offered alternative communication in a format that meets their needs as promptly as is feasible.



ASSISTIVE DEVICES



Persons with disabilities who rely on assistive devices will be permitted access to and benefit from their devices when they are using CLH services. If necessary, CLH will provide other measures to enable a person with a disability to obtain, use or benefit from CLH services.

It is noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

SERVICE ANIMALS



Persons with disabilities, including members of the public or third parties, who rely on guide dogs or other service animals, will be permitted to enter CLH premises and keep their animal with them, unless the animal is otherwise legally excluded from the premises.

If the animal is legally excluded, CLH will provide other measures to enable a person with a disability to obtain, use or benefit from CLH services i.e., teleconference, video conference or other assistive measure available to deliver goods or services to ensure equality of outcome.

SUPPORT PERSONS

(as per AODA, not CLH job classifications)



Persons with disabilities who are accompanied by a support person will be permitted to enter CLH's premises with their support person, and CLH will ensure that the person with a disability is not prevented from having access to their support person while both are at CLH.

Where fees for programs, goods or services are required, advance notice will be provided to the support person.