

South Riverdale Community Health Centre

Accessible Customer Service Plan

March, 2014

Providing Goods and Services to People with Disabilities

South Riverdale Community Health Centre, (SRCHC) is committed to excellence in serving all customers including people with disabilities. As of January 1st 2012, the Accessibility for Ontarians with Disabilities Act (AODA) legally requires all organizations, both public and private, that provide goods or services either directly to the public or to other organizations in Ontario, and that have one or more employees to provide accessible customer service to persons of all ability levels.

SRCHC is in compliance with the Accessible for Ontarians with Disabilities Act (AODA) Customer Service, Information & Communications and Employment Standards. Below is an outline of our Accessible Customer Service Plan to date.

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.

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 support person who accompanies someone with a disability, is welcome at SRCHC

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, SRCHC 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 physically placed at the appropriate site location, on our web site, (www.srchc.ca) and in the event of extended closure, will also be posted in the local newspaper.

Training for staff

All staff, students and volunteers of SRCHC have received training around accessible services. Training is part of orientation and a condition of employment.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 who require the assistance of a service animal or a support person.
- How to use the all equipment made available by SRCHC to help people with disabilities to access the services they need
- What to do if a person with a disability is having difficulty in accessing SRCHC's services.
- Staff will also be trained when changes are made to the plan.
- Feedback process

Customers who wish to provide feedback on the way that SRCHC provides services to people with disabilities can:

- Phone: 416.461.3577
- Email: info@srchc.com
- Provide feedback in person
- Use the annual client satisfaction survey

All feedback will be directed to the management team and customers can expect to hear back otiwithin five working days. Complaints will be addressed in accordance with the organization's regular complaint procedure.