Accessible Customer Service Plan

November, 2026

Providing Goods and Services to People with Disabilities

South Riverdale Community Health Centre, (SRCHC) is committed to excellence in serving all clients, 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 compliant with the Accessible for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR). All requests for accommodation will be met unless the request creates extreme costs or health and safety risks. 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 clients with disabilities while accessing our programs or services.

Communication

We will communicate with people with disabilities in ways that respectfully 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 unless the animal is otherwise excluded by law, such as food preparation areas.

Support persons

We welcome a support person who accompanies someone with a disability at SRCHC.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or programs, SRCHC will notify clients promptly. A clearly posted notice will include information about the reason for the disruption, the date of disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Such notice may be provided via physical postings at the appropriate site location, on our website (www.srchc.ca), by email or phone call.

Training for staff

All staff, students and volunteers of SRCHC have received training on accessible customer service. 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 Accessibility Standards for Customer Service.
- How to interact and communicate with people with various types of disability.
- 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 equipment made available by SRCHC that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a disability is having difficulty accessing SRCHC's good or services.
- Staff will also be trained when changes are made to the plan.

Feedback process

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

- Phone: 416.461.1925
- Email: srchc@srchc.com
- Provide feedback in person
- Use the annual client satisfaction survey
- Use the Accessible Customer Service Feedback Form

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