

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Yorkminster Park Meals on Wheels is committed to excellence in serving all customers including people with disabilities.

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 person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Yorkminster Park Meals on Wheels 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 Yorkminster Park Meals on Wheels office and on Yorkminster Park Meals on Wheels' web site.

Training for staff

Yorkminster Park Meals on Wheels will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

This training will be provided to staff within 1 month of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Yorkminster Park Meals on Wheels' accessible customer service plan.
- 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
- What to do if a person with a disability is having difficulty in accessing Yorkminster Park Meals on Wheels' goods and services
- Staff will be given the opportunity of viewing the online training session

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

Volunteers will be asked as part of their training to view an online training session which can be found at :

http://www.mcass.gov.on.ca./mcass/serve-ability/FLASH_Eng/index.html.

Feedback process

Customers who wish to provide feedback on the way Yorkminster Park Meals on Wheels provides goods and services to people with disabilities may e-mail, telephone, or visit us in person. All feedback will be directed to the Executive Director. Customers can expect to hear back in 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Yorkminster Park Meals on Wheels that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.