



## **Huron-Perth Children's Aid Society Accessible Customer Service Plan Providing Goods and Services to People with Disabilities**

Huron-Perth Children's Aid Society 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 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 for admission to Huron-Perth Children's Aid Society's premises. We will notify customers of this through a notice posted on our premises.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Huron-Perth Children's Aid Society 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.

### **Training for staff**

Huron-Perth Children's Aid Society will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

All Staff  
Volunteers  
Foster Parents

This training will be provided within the probationary period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Huron-Perth Children's Aid Society's accessible customer service plan.
- How to interact and communicate with people of 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 equipment that is available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Huron-Perth's Children's Aid Society's goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way Huron-Perth Children's Aid Society provides goods and services to people with disabilities can do so via email, verbally, or by completing a customer feedback form. All feedback will be directed to the Executive Assistant. Customers can expect to hear back within 10 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

### **Modifications to this or other policies**

Any policy of Huron-Perth Children's Aid Society that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.