



Durham Association for
FAMILY RESPITE SERVICES

850 King Street West, Unit #20, Oshawa, Ontario L1J 8N5
905-436-2500 Fax: 905-436-3587

Accessible Customer Service Plan

Effective January 1, 2012

Durham Association for Family Respite Services is committed to providing exceptional and accessible service for its customers.

All goods and services provided by Durham Association for Family Respite Services shall follow the principles of dignity, independence, integration and equal opportunity.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Durham Association for Family Respite Services.

Communication

Durham Association for Family Respite Services will communicate with people with disabilities in ways that take into account their disability.

Service Animals

Durham Association for Family Respite Services welcomes people with disabilities and their service animals. Service animals are allowed on the parts of Durham Association for Family Respite Services premises that are open to the public.

Support Person

If a customer with a disability is accompanied by a support person, Durham Association for Family Respite Services will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

Durham Association for Family Respite Services will notify customers if a fee is charged to a support person for admission to Durham Association for Family Respite Services event, through a notice posted on our premises and in any event promotional material.

Notice of Temporary Disruption

In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Durham Association for Family Respite Services goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible however Durham Association for Family Respite Services will notify customers promptly. This clearly posted notice will include reasons for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

The notice will be placed in any and all appropriate communication means, which may include our premises, our website and a message on our phone system.

Training for Staff

Durham Association for Family Respite Services will provide training to all employees, volunteers and others who deal with the public or other third parties that act on their behalf.

Training will be provided to staff upon new hire orientation, revised training will be provided in the event of changes to legislation, procedures and/or practices.

Training will include:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Durham Association for Family Respite Services policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities

Feedback Process

Customers who wish to provide feedback on the way Durham Association for Family Respite Services provides goods and services to customers with disabilities can:

- Submit an email to alevisen@dafrs.com Subject "Accessibility"
- Through mail to the attention of the Executive Director at 20-850 King St. West, Oshawa, ON L1J 8N5
- Through telephone to Durham Association For Family Respite Services at 905-436-2500
- Verbally to any Durham Association for Family Respite Services staff

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Modifications to this or other policies:

Any policy of Durham Association for Family Respite Services that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.