

## **CONTACT Community Services Customer Service Plan**

### **Our Commitment to You**

In the provision of our services we will be professional, efficient, and accountable and will:

- Treat you fairly and with respect and dignity
- Respect your privacy and confidentiality
- Take responsibility and be accountable for the accuracy and quality of our work
- Act with integrity at all times

### ***How You Can Help Us Help You***

- Provide us with accurate and up to date information, so we can serve you better
- Treat fellow customers and staff with respect and courtesy; unsociable behaviour, including excessive noise, harassing or threatening staff or customers, is not acceptable. Customers who do not comply may be asked to leave the centre.

### ***Comment, Suggestions and Complaints***

As part of our goal to constantly improve services to our customers, we welcome your comments and suggestions. If you are not satisfied with the quality of service you receive, please let our staffs know, so that we can address your concerns. You can also ask to speak to our Employment Service Manager. All complaints will be dealt with in an objective and courteous manner.

### ***Commitment to Diversity***

CONTACT is a community-based agency serving youth, adults, families, and seniors from all cultural, social, and economic backgrounds. CONTACT strives to create an inclusive environment that values and embrace the rich diversity of the people that live and work in our communities.

CONTACT makes every effort to ensure that its structure, policies and systems and communications reflect all aspects of the total community and to promote equal access to all.

### **Providing Services for People with Disabilities**

CONTACT is committed to providing people with disabilities the same opportunity to access our services.

CONTACT provides accessible services for people with disabilities, with particular consideration to the following areas:

## ***Communication***

CONTACT will extend to people with disabilities the same courtesies and respect that are shown to others while having consideration for their functional abilities and communication needs.

CONTACT is also committed to providing accessible telephone service to our customers using BELL Relay services.

## ***Assistive Devices***

CONTACT is committed to ensuring that all people with disabilities who use assistive devices are able to gain, utilize and benefit from our services. Assistive devices in our various locations include elevators, automatic doors, ramps and BELL Relay.

## ***Service Animals***

CONTACT welcomes people with disabilities and their service animals in to all parts of our premises that are open to the public.

## ***Support Persons***

CONTACT welcomes people with disabilities who are accompanied by a support person and will ensure that at no time will the person with a disability be separated from that support person while on our premises.

## ***Notice of Temporary Disruption***

CONTACT will notify customers in advance in the event of a planned service disruption and in the event of an unexpected service disruption will post a notice promptly. The 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 available. Notices will also be posted on our website and social media feeds.

## ***Staff Training***

CONTACT provides training for all staff, volunteers and others who work with the public or any third parties on our behalf. Training will be provided to new employees/volunteers during orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- CONTACT's 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
- How to use the assisted devices or services that are available at CONTACT's premises
- What to do if a person with a disability is having difficulty accessing services offered at CONTACT

Staff will be updated on any changes to CONTACT's Accessible Customer Service Plan and refresher training sessions will be provided when these changes occur.

## ***Feedback Process***

Customers who wish to offer feedback on how CONTACT provides services to people with disabilities can do so by:

**Email:** [contact@contactsouthsimcoe.ca](mailto:contact@contactsouthsimcoe.ca)

**Mail:** 39 Victoria Street East ° P.O. Box 932 Alliston ° ON L9R 1W1

**Phone:** 705-435-4900 Ext: 203

CONTACT strives to meet and exceed customer expectations and always appreciate and welcome comments regarding how well those expectations are being met.

## **Modification to this or other Policies**

CONTACT will modify or remove any policy that does not respect or promote the dignity and independence of people living with disabilities.