

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Hands TheFamilyHelpNetwork.ca is committed to excellence in serving all customers including people with disabilities.

TTY: 1-800-855-0511

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.

- Fees will not be charged for support persons

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, all agency programs and services, Hands TheFamilyHelpNetwork.ca 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.

Accessible Customer Service Plan continued

Training for staff

Hands TheFamilyHelpNetwork.ca will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the customer service standards
- Hands TheFamilyHelpNetwork.ca's plan related to the customer service standard
- 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 work with TTY, service animals and support persons
- What to do if a person with a disability is having difficulty in accessing Hands TheFamilyHelpNetwork.ca's goods and services
- Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way Hands TheFamilyHelpNetwork.ca provides goods and services to people with disabilities can speak directly to their worker, to the administrative support person at their site, or e-mail info@handstfhn.ca

All feedback will be directed to the Human Resource Manager. Customers can expect to hear back within 10 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Hands TheFamilyHelpNetwork.ca that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.