

## **Accessible Client Service Policy**

**Policy** – RWDI is dedicated to ensure that clients with disabilities are given the same access and level of service as everyone else. All services provided by RWDI shall follow the principles of dignity, independence, integration and equal opportunity.

For the purpose of this policy and procedures related to it, all references of “customer” in the legislation and guidelines have been changed to “client” to better represent the terminology we use at RWDI. The words “customer” and “client” are assumed synonymous in this context.

**1) Services Provided to Persons with Disabilities** – This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, (“AODA”) and applies to the provision of services to the public or other third parties.

Information or communication barriers can prevent clients from easily understanding information. While meeting the requirements of AODA, it is expected that the policy and associated training will assist in providing every RWDI employee increased awareness and knowledge of how best to provide a consistent level of service to clients with disabilities.

**2) Assistive Devices** - Persons with disabilities may use their own assistive devices as required when accessing services provided by RWDI.

**3) Guide Dogs, Service Animals and Service Dogs** - A client who is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public.

**4) Support Persons** - If a client with a disability is accompanied by a support person, RWDI will ensure that both persons are allowed to access the premises together.

**5) Notice of Service Disruptions** - In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use, reasonable efforts will be made to provide advance notice.

**6) Feedback** - RWDI shall provide clients with the opportunity to provide feedback on goods, the service provided to clients with disabilities, and the facility. Information about the feedback process will be readily available to all clients at our main reception desk, or by calling or e-mailing the Human Resources Department.

**The Feedback process is available in accessible format and or with communication support upon request.**

- 7) **Training** - Training will be provided to current and new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices
- 8) **Notice of Availability and Format of Documents** - RWDI will notify clients that the documents related to the *Accessibility Standard for Customer Service* are available upon request.

This policy will be reviewed annually and as required in the event of legislative changes.