

# CUSTOMER SERVICE POLICY FOR PROVIDING GOODS & SERVICES TO PEOPLE WITH DISABILITIES

FILE UNDER SECTION: **Administration**

EFFECTIVE: September 2011

SUB-SECTION: **POLICIES & PROCEDURES**

REVISED

**APPROVED**

## **Background:**

The Mission of the **Independent Living Services of Simcoe County & Area** (herein referred to as ILS) outlines our commitment to assisting people with physical disabilities or limitations to lead dignified, productive and independent lives. This involves ensuring that within our property, policies, services, staff and volunteers, we strive to be free of barriers and biases affecting anyone who would access our services, and that the values of our organization – independence, respect, dignity and equality – are maintained.

## **Policy Statement**

Independent Living Services (ILS) is committed make every reasonable effort to ensure that our goods and services are provided in a manner that takes into consideration a person's disability, whether physical or other. This policy applies to all employees, agents, contractors and volunteers acting on behalf of the organization.

As a minimum, ILS will provide training as required under legislation to all persons to whom this policy applies, as soon as practical after an individual assumes this responsibility. Applicable personnel will be trained and updated in policies, practices, and procedures that affect the way goods and services are provided to people with disabilities.

## **Guidelines for Providing Goods and Services**

**To enact this policy, the following guidelines have been established:**

### **1. Communication:**

ILS will use reasonable efforts to ensure its communication, verbal, written and electronic, with the general public is done in a manner that takes their disability into consideration. Written materials can be given in large print if requested, and information requests and explanations can be requested in person, by phone or email.

### **2. Notice of temporary interruption of Service**

ILS will take reasonable efforts to notify the public if there is a planned, or unexpected, disruption of services within our offices that people use to access our goods or services. Notice may be posted at the location, and if feasible on ILS website, or communicated via telephone, email, etc. This notice will include what service is unavailable, an estimate of how long it will be out of service, the reason for the disruption, anticipated time to restore the service, and an alternate way to obtain service if possible.

### **3. Supports Required by an Individual**

Assistive devices, as required by an individual, are permitted and welcomed in ILS office and meetings locations for the purpose of conducting business.

People with disabilities, accompanied by a service animal, may enter premises occupied by ILS that are open to the public, unless restricted by law.

A person with a disability may enter ILS premises with a support person, and have access to that person while on our premises. When we offer an event where a fee is charged to the public, notice of a different fee for such support person will be provided if applicable.

#### **Feedback process**

Feedback related to the manner in which goods and/or services are provided is welcomed, as it encourages and supports good customer service. Such feedback can be made verbally or in writing to the person involved, or formally directed to the main office of ILS, Attention - Customer Service.