



## **ACCESSIBLE CUSTOMER SERVICE PLAN**

### **Committed to Providing Service that meets the needs of our service users including People with Disabilities**

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**Durham Region Unemployed Help Centre** is committed to accessible and high quality service to all service users including people with disabilities.

#### **Assistive devices**

We will ensure that our staff is trained and familiar with assistive devices we have on site, or that we provide, that may be used by service users with disabilities while accessing our 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 in all areas of our premises that are open to the public.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities; customers with disabilities will be the first notified. Notice will be clearly posted and will include information regarding the reason for the disruption, anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on site, on our website, and if required sent through our community network.

## **Training**

Durham Region Unemployed Help Centre will provide training to employees, volunteers and others who deal with the public or other third parties.

### **Individuals in the following positions will be trained:**

Managers, all front-line staff and volunteers.

Training will be provided to relevant staff within 2 weeks' of starting with the agency.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Durham Region Unemployed Help Centre 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
- What to do if a person with a disability is having difficulty in accessing Durham Region Unemployed Help Centre's services

Staff will also be trained, if required, when changes are made to our accessible customer service plan.

### **Feedback process**

Customers with disabilities will be encouraged to provide feedback on their personal experience in accessing service through one of more of the following methods: verbally to a staff member, using the on-site service evaluation box, on our website.

Response will be given to customers requesting a reply to their feedback/concerns within 7 business days.

### **Modifications to this or other policies**

Any policy of the Durham Region Unemployed Help Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.