

Meta Centre	January 2014
Policy – <b>Customer Service (AODA)</b>	Review Date December 2016
Policy #: OPS-129	Approval : Board of Directors

## SCOPE

This policy applies to all employees.

## POLICY

Meta Centre is committed to excellence in serving all customers including people with disabilities.

Exceptions to this policy may be made only with the approval of Executive Director.

## PROCEDURE

Meta Centre has an expectation of providing excellent customer service to all current and potential customers from each and every employee.

### **Assistive Devices**

We will ensure that our employees 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 all parts of our premises that are open to the public, except where prohibited by law.

### **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.

We will notify customers of this through a notice posted on our premises.

### **Notice of Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Meta Centre will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted at the front of facilities so it is easily found.

### **Training for Staff**

Meta Centre will provide training to employees, volunteers and others who deal with the public on their behalf.

Training will be provided in orientation, training sessions for all staff. Staff will also be trained when changes are made to the plan and will be provided with refresher training annually.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Meta Centre'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 use the assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Meta Centre's goods and services.

Training records will be kept indicating the number of employees trained and the date training was provided.

### **Feedback Process**

We encourage our customers who wish to provide any feedback to Meta Centre on this policy to provide feedback via our website or written.

All feedback will be directed to Human Resources. Customers can expect to hear back in 5 days.

Any feedback provided will be kept on file by Human Resources.

## **FORMS**

Customer Service Feedback Form – available on website