

# Accessible Customer Service

<b>CATEGORY</b>	Administration and Organization	<b>NUMBER</b>	A22
<b>SUBJECT</b>	Accessible Customer Service	<b>DATE</b>	O – Feb 2010 R – December 2021

[Click here for Accessible Customer Service Guidelines](#)

## **Overview:**

The Children’s Treatment Centre of Chatham-Kent is committed to providing an accessible experience to all clients and their families, residents, and visitors, and to treat everyone with dignity and respect.

Please review the CTC-CK’s Accessibility Policy, A#, for information on the Accessibility for Ontarians with a Disability Act (AODA), 2005, and the Integrated Accessibility Standards (IASR) and the work that the Children’s Treatment Centre of Chatham-Kent is doing to maintain and enhance accessible services for all persons.

## **Customer Service Policy Statement:**

Providing Goods and Services to People with Disabilities

### **1. Our mission**

Providing specialized therapy and innovative programs to empower children, youth and their families to reach their individual potential.

### **2. Our commitment**

In fulfilling our mission, The Children’s Treatment Centre of Chatham-Kent strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers that best meet their needs.

### **3. Providing goods and services to people with disabilities**

The Children’s Treatment Centre of Chatham-Kent is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **3.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability.

Types of communication supports:

- Reading the written information aloud to the person directly
- Exchanging hand-written notes (or providing a note taker or communication assistant)
- Captioning or audio description
- Assistive listening systems
- Augmentative and alternative communication methods and strategies (e.g., the use of letter, word or picture boards, and devices that speak out)
- Sign language interpretation and intervenor services
- Repeating, clarifying or restating information

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by TTY, fax, text or e-mail if telephone communication is not suitable to their communication needs or is not available.

### **3.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. 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.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: accessible time delayed doors, ceiling track lifts, flip down adult sized change table, ceiling track lifts in accessible washroom and accessible ramp to pool.

## **4. Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. At no time will a person with a disability who is accompanied by a service animal be prevented from having access to his or her service animal while on our premises.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter The Children's Treatment Centre of Chatham-Kent's premises with his or her support

person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. ([also see G98 Support Worker](#))

## **5. Notice of temporary disruption**

The Children's Treatment Centre of Chatham-Kent will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

Policy D2—Maintenance and Grounds Procedure includes protocol for immediate repairs for accessibility features as well as preventative maintenance in and around the building.

## **6. Training for staff**

The Children's Treatment Centre of Chatham-Kent will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 equipment or devices available on the premises that may help with the provision of goods, services, or facilities to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing our goods, services, or facilities

## **7. Feedback process**

Feedback regarding the way The Children's Treatment Centre of Chatham-Kent provides goods and services to people with disabilities can be made by notifying the front office of any comments. Notifying the front office can be made in-person, by telephone at 519-354-0520 ext. 0 or by email at [info.forwarding@childrenstreatment-ck.com](mailto:info.forwarding@childrenstreatment-ck.com). All feedback will be directed to Donna Litwin-Makey, Executive Director. Customers can expect to hear back in 3 working days. Complaints will be addressed according to complaint categories established in our company's complaint management procedures. Policy F19—Client Feedback, outlines the procedures currently in place.

## **8. Format of Documents**

Policies and documents are available to customers on request. If a person with a disability requests a document or information contained in the document, the CTC-CK will provide the document and information in an accessible format and/ or with communication support that is best suited to the person's needs. The CTC-CK will consult with the person making the request to determine the best accessible format or communication support for that person. Documents will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons.

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

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of The Children's Treatment Centre of Chatham-Kent that is not consistent with the core principles of independence, dignity, integration, and equality of opportunity will be modified or removed.

### **10. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood please let our front office know by contacting 519-354-0520 ext. 0.

Approved By:

A handwritten signature in black ink that reads "Donna Litwin-Makey". The signature is written in a cursive, flowing style.

Donna Litwin-Makey, Executive Director

Updated: December 13, 2021