

Acknowledgment

I, _____
(Please print name)
certify that I have read and understand the
information presented in this document.

Signature _____

Date _____

Please return this signed copy to your
supervisor.

Thank you



Questions?
Please call the
Leamington Mennonite Home at
519-326-6109

The Leamington Mennonite Home and Apartments is committed to excellence in serving all customers, including people with disabilities.

Assistive Devices

We will ensure that our staff members are trained and familiar with various assistive devices that may be used by residents/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 the parts of our premises that are open to the public.

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 for admission to Leamington Mennonite Home premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify residents/families/customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for Staff

Leamington Mennonite Home will provide training to all employees and volunteers. This training will be provided to staff within the first month after being hired.

Feedback Process

Feedback from the public is welcomed as it helps to identify potential changes and assists with continuous service quality improvement. Feedback can be provided in person, by telephone, in writing, electronically or other available formats and will be directed to the Administrator of the Leamington Mennonite Home. A response can be expected within 30 days.

Modifications to this or Other Policies

Any policy of Leamington Mennonite Home that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Leamington Mennonite Home and Apartments

How May I Help You?



How May I Help You?

Accessible Customer Service

The Leamington Mennonite Home and Apartments is committed to providing excellent Customer Service to all residents and visitors, and to treating everyone with dignity and respect. To do this, we must recognize the diverse needs of all including the needs of persons with disabilities.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that all public and private sector organizations in Ontario identify, remove and prevent barriers to accessible customer service. It outlines a number of requirements that Leamington Mennonite Home must follow, including providing notification of temporary service disruptions. It also states that all Leamington Mennonite Home employees, agents volunteers and contracted service staff must be trained on how to provide accessible customer service. This guide will give you tips on how to best interact with a person with a disability so that you can provide excellent customer service to them.

Accessible Customer Service is about providing service to citizens, clients, and customers with disabilities in a manner that:

- Respects their dignity and independence
- Is integrated as fully as possible into the method of service delivery; and
- Ensures that equal opportunity is given to all customers to obtain, use, and benefit from Leamington Mennonite Home's goods and services

Did You Know?

1.85 million people in Ontario have a disability. Ontario is the only province in Canada with disability legislation.

How To Serve Persons with Disabilities

Treating all customers with individual respect and courtesy is at the heart of excellent customer service.

- Start by asking your customer "How May I Help You?"
- If you offer assistance, wait until you receive permission.
- Never touch your customer without asking permission, unless it's an emergency.
- Patience, listening carefully and a willingness to find a way to communicate are your best tools.
- There may be assistive devices in your work location, such as a TTY machine or public access computer stations with adaptive software. Ask your supervisor or manager how to use any assistive devices.
- Don't make assumptions about what type of disability or disabilities your customer may have.

MOBILITY

- Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency
- Remove obstacles and rearrange furniture to ensure clear passage.

HEARING

- If necessary, ask if another method of communicating would be easier, for example, using a pen and paper.
- Don't put your hands in front of your face when speaking.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- Speak directly to your customer, not his or her sign language interpreter or support person.
- Ensure appropriate accommodations are in place such as Sign Language/English Interpreter or Captionist.

VISION

- Identify yourself when you approach your customer and don't walk away without saying good bye.
- If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don't touch or address service animals, they are working and have to pay attention at all times.
- Do not touch the white cane/stick.

SPEECH or LANGUAGE

- Don't assume the customer has an intellectual or developmental disability if they have difficulty speaking.
- If you are able, ask questions that can be answered "yes" or "no".
- Don't interrupt or finish your customers sentences. Wait for them to finish.

LEARNING

- A learning disability may interfere with your customers ability to receive, express or process information.
- Take some time. People with some kinds of learning disabilities may take a little longer to understand and respond.
- Be patient, encouraging and supportive especially when dealing with a child.

MENTAL HEALTH

- You won't necessarily know your customer has a mental health disability unless you are informed of it.
- Create a safe environment. Be calm and professional, and ask your customer to tell you the best way you can be of assistance.

DID YOU KNOW?

Service animals are used for many different reasons, including guiding, mobility assistance, sound alerts, seizure response and autism assistance. Some persons with disabilities may also use assistive devices or require the assistance of a support person.