

**Leamington Mennonite Home
Long Term Care & Retirement Residence**

POLICY AND PROCEDURE

CATEGORY: Personnel	SUBJECT: Accessible Customer Service	SECTION: A POLICY: 3
DATE: January 2012 REVISION DATE: October 2015	Administrator's Signature: _____	

ACCESSIBLE CUSTOMER SERVICE

POLICY:

Leamington Mennonite Home is committed to excellence in serving all customers including people with disabilities in accordance with the implementation of the *Ontarians with Disabilities Act, 2005* and Ontario Regulation 429/07 – Accessibility Standards for Customer Service which addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Training
- Customer feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents.

PROCEDURE:

- **Assistive devices**
 - We will ensure that our staff 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 consider their disability.
- **Service animals**
 - We welcome people with disabilities and their service animals. Service animals are allowed in 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, Leamington Mennonite Home 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.
 - The notice will be placed at the Berg Lounge Exit Door, Notice/Announcement Area and will be posted via the “Billboarding” service.

- **Training for staff**
 - Leamington Mennonite Home will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.
 - The amount and format of the training given will be tailored to suit each person’s interactions with the public and their involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. This training will also be provided to new staff during orientation. Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - Instruction on the Leamington Mennonite Home’s policies and procedures pertaining to the provision of goods and services to persons with disabilities
 - 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 wheelchairs or other assistive devices, 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 Leamington Mennonite Home’s goods and services.
 - Staff will also be trained when changes are made to our accessible customer service policy. Human Resources will maintain accurate records of the training received by LMH staff.

- **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.