

## **Accessible Customer Service Plan**

Community Living North Grenville is committed to excellence in serving all customers including people with disabilities.

### **Assistive Devices:**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods and 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.

Admission fees are not applicable to our goods and services.

### **Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (**community access day services; administration offices**) Community Living North Grenville will notify 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.

*Supporting people who have an intellectual disability*

2830 County Road 43, Box 1430  
Kemptville, ON K0G 1J0

t. 613-258-7177  
f. 613-258-7469

[info@communitylivingnorthgrenville.ca](mailto:info@communitylivingnorthgrenville.ca)  
[www.communitylivingnorthgrenville.ca](http://www.communitylivingnorthgrenville.ca)

Merrickville Office

t. 613-269-2663

Charitable Registration Number: 10778 2559 R0001



Programs/services at Community Living North Grenville are accredited by CARF

The notice will be placed at the Administrative Building and Community Access Day Support Building on Hwy # 43, building # 2830.

### **Training for Staff**

Community Living North Grenville will provide training for employees, volunteers, and others who deal with the public or other third parties on their behalf. All employees of Community Living North Grenville will be trained.

This training will be provided to new staff within the first month of hire. Existing staff will be provided with annual review.

### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act.
- Requirements of the Customer Service Standard with the Act.
- Community Living North Grenville's accessible customer service plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment ( lifts, auto door switches etc.) available on site or otherwise that may help with providing goods and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Community Living North Grenville's goods and services.
- Staff will be trained when changes are made to our accessible customer service plan.

### **Feedback Process:**

Customers who wish to provide feedback on the way Community Living North Grenville provides goods and services to people with disabilities can do so by e-mail, verbally, or use of the suggestion box located at the Administrative office. All feedback will be directed to the Administrative Office/Human Resource Department at 613-258-7177.

Customers can expect to hear back in 1-3 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

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

Any policy of Community Living North Grenville that does not respect and promote the dignity and independence of people with disabilities will be modified and removed.

*January 2012*

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