

	Service Delivery Policies		
	Section:	Policy Name:	Policy #:
	Introduction	Customer Service Policy	1.10
Implementation Date:	Revision Dates:	Last Review Date:	
December 2011	12/11 November 2019	Sept 2014 March 2021	

Our mission

The mission of Yorktown Family Services is to provide excellence customer service. This policy applies to Yorktown Family Services employees and volunteers as well as third parties who provide goods, services or facilities on behalf of Yorktown Family Services.

Our Statement of Commitment

In fulfilling our mission, Yorktown Family Services is committed to providing its goods and services to persons with disability in a way that is consistent with the principles of dignity independence, integration and equal opportunity. We believe in integration and are also committed to meeting the needs of people and giving persons 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 clients. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws. The following policies and practices are intended to meet the requirements the *Accessibility for Ontarians with Disabilities Act, 2005* and its Customer Service Standards.

Yorktown is guided by the following principles;

- **Dignity** – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- **Independence** – a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- **Integration** – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access services or facilities.
- **Equal opportunity** – provide service to a person with a disability in such a way that they have an equal opportunity to access services or facilities as what is given to others.

Providing Services to Persons with Disabilities

Yorktown Family Services is committed to excellence in serving all clients including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

We will communicate with persons with disabilities in ways that considers their disability.

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

b. Telephone services

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

We will offer to communicate with clients by email, letter, fax or other means if telephone communication is not suitable to their communication needs or is not available.

c. Assistive devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our services.

Use of Service Animals and Support Persons

We are committed to welcoming persons 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 who come with the appropriate government/medical documentation. We will also ensure that all staff, volunteers and others dealing with the public are

properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons 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 Yorktown Family Services' 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. Support persons may be asked to sign a Confidentiality Agreement.

Notice of temporary disruption

Yorktown Family Services will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed on our website, at all public entrances and reception on our premises.

Training for staff

Yorktown Family Services will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided at orientation, which usually occurs within one month of hire date.

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 persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing Yorktown Family Services'.
- Policies, practices and procedures relating to the customer service standard.

- How to use equipment or devices that are available on the premise or otherwise provided by the Agency that may help with the provision of goods or services to a person with a disability.

All staff and volunteers will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Modifications to This or Other Policies

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

Any policy of Yorktown Family Services that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by Yorktown Family Services. This policy and any related documents will be made available to the public upon request. Customers may provide feedback about the accessibility of our goods, services and facilities by contacting Yorktown Family Services using one of the following methods:

Yorktown Family Services
300-2010 Eglinton Avenue West, M6E 2K3
Mary Pomanti, HR Director
Cell: 416 420-9741
416 394 2424 x 222
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Accessible formats of this document are available free upon request.