

# Accessibility for Ontarians with Disabilities Act

## Accessibility Standard for Customer Service

### The Children's Aid Society of Ottawa

#### Implementation Plan



#### **Providing Services to Persons with Disabilities**

The Children's Aid Society of Ottawa (CASO) is committed to ensuring that persons with disabilities have equal opportunity to access and participate in its services.

#### **Assistive Devices**

Employees, volunteers and other agents of the Society involved in direct service delivery will be trained and familiar with various assistive devices that may be used by persons with disabilities while accessing or participating in services.

#### **Communication**

CASO will take into consideration any accommodation strategies that are required when communicating with a service user with a disability.

#### **Service animals**

Persons with disabilities and their service animals will be welcomed at CASO. Service animals are allowed on the parts of the 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 the premises.

#### **Notice of temporary disruption**

The Society shall give notice of a temporary disruption to the use of particular facilities or services to the public by placing a notice at all public entrances and reception desks on the premises where there is a disruption. Depending on the nature of the disruption, a notice may also be posted on the Society's website. The capacity to provide adequate notice may be limited in the case of an emergency that caused the temporary disruption.

The notice will include information about the reason for the disruption, the anticipated duration, and a description of any alternative facilities or services, if available.

## **Training for staff**

CASO will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Management and Supervisory Staff
- Administrative Staff
- Front Line Employees
- Volunteers

This training will be provided to all current employees as well as all new hires as soon as practicable.

The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- CASO's plan related to 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.
- What to do if a person with a disability is having difficulty in accessing CASO's services.

## **Feedback process**

Comments on the Society's service accessibility practices are welcome and may be provided by means that take into consideration the requirements for effective communication with persons with disabilities.

Feedback will be welcome in person, by telephone, in writing or by e-mail.

Where the person does not wish to provide feedback directly to the staff member from whom he or she received the service, the following mechanisms apply:

- The Society will make comment cards available at the reception desk;
- The Society will designate a mailing address and an e-mail address ([yourcasquestion@casott.on.ca](mailto:yourcasquestion@casott.on.ca)) for providing feedback of this nature.

The Society will make the public aware of such feedback mechanisms on its website and display the information in the lobby of each its offices.

Any staff member receiving direct feedback, will acknowledge the feedback as appropriate, document the feedback in a manner that is sufficiently detailed to address the matter, and ensure that the information is communicated promptly to his/her immediate supervisor for consideration and reply.

Persons providing feedback by any such means are to receive:

- A verbal response within two working days OR
- A written response within fifteen working days; in cases where a matter cannot be addressed within fifteen working days, an interim written acknowledgement will be sent indicating that the matter will be addressed in a specified time frame.

**Modifications to this or other policies**

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