

1.8 PROVIDING CUSTOMER SERVICE TO PEOPLE WITH DISABILITIES

Intent

The MPCC strives to give people with disabilities the same opportunity to access and benefit from our services as any other customer. While providing customer service to people with disabilities, the MPCC staff will respect their dignity and independence.

Policies and Procedures

1. Staff will be trained on the customer service standards of the 'Accessibility for Ontarians with Disabilities Act, 2005' (AODA) during their orientation.
2. Board of Directors will be trained on the customer service standards of AODA within six (6) months of election or appointment.
3. Training will include:
 - a) The purpose of AODA and the requirements of the customer service standard.
 - b) How to interact and communicate with people with various types of disabilities.
 - c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
 - d) How to use any assistive devices on the premises that might help with the provision of services to people with disabilities.
 - e) What to do if a person with a disability is having difficulty accessing MPCC services.
 - f) Review of MPCC policies and procedures regarding customer service to persons with disabilities.
4. Training will be updated when there are changes to policies and/or procedures.
5. Communication will be in ways which take into account a person's disability.
 - a) Telephone communication will be clear, slow, and in plain language.
 - b) When necessary, alternatives to telephone communication, such as written or electronic options, will be offered.
 - c) Invoices and related billing documents will be provided in hard copy, electronic copy or large print when requested.
6. Service animals are welcomed at our programs.
7. Support persons provided by the participant are welcomed at our programs for no additional registration cost.
8. In the event of temporary disruption to facilities or services used by person(s) with disabilities, a notice detailing the reason for the disruption, and its anticipated duration will be posted at all entrances.
9. Comments on how MPCC services meet the needs of persons with disabilities are welcomed.
 - a) Comments should be directed to the Executive Director.
 - b) A response will be prepared within 5 business days.