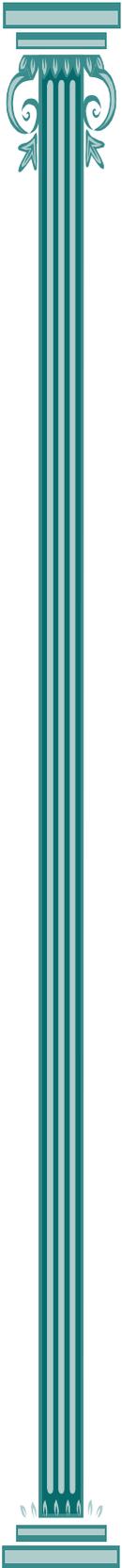


Pillar Policy – Accessible Customer Service Standards

Date Approved: DRAFT

Projected Review Date: September 2013



Purpose _____

Providing our customers (children, families, community partners and employees) with the highest quality of customer service is a matter of great importance to us at Umbrella Family and Child Centres of Hamilton (UFCC). UFCC shall ensure that our services and facilities are accessible to all people, and will strive to promote equality, dignity and respect for everyone. Treating children and families fairly is at the heart of our business, and we aim to make sure that you can enjoy the highest possible standards of service at all times.

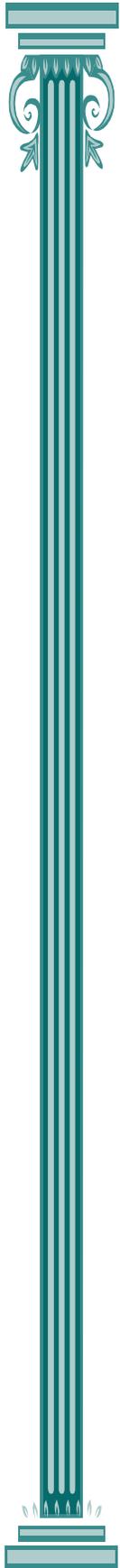
Guiding Principles _____

- The Accessibility for Ontarians with Disabilities Act, 2005 (A.O.D.A.) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.
- The A.O.D.A. allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.
- One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.
- In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.
- The accessibility standards for customer service apply on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012. The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 to establish a policy for UFCC for governing the provision of its services to person with disabilities.

Intended Outcomes _____

At centres operated by UFCC, we will:

- greet people in a friendly manner and provide them with quality service each and every day
- treat people fairly, with respect and with dignity
- demonstrate patience and understanding
- respect the privacy of others and handle confidential information in an appropriate way
- take responsibility and be accountable for the accuracy and quality of our work
- act with integrity at all times



Responsibility _____

All Umbrella Staff and Board Members

Definitions _____

Disability – The restriction in a person’s functional capacity that results from an impairment (i.e. functional limitations).

Impairment – A reduction in physical or mental function as the result of a medical condition. The medical condition could be caused by an injury, disease or other disorder.

Barrier – Anything that stops a person with a disability from accessing a service or standard of service available to others or anything that makes it difficult for them to take part in society.

Action Required _____

- All Umbrella employees will participate in A.O.D.A Customer Service Program Fundamental training (on-line) by December 31, 2011.
- To support our commitment to providing services to people with disabilities, procedures will be developed under the following headings:
 - Communication
 - Telephone Services
 - Assistive Devices
 - Billing and Other Customer Documents
 - Use of Service Animals or Support Persons
 - Notice of Temporary Disruption
 - Training for New Staff Members
 - Feedback Process
- The development and implementation of specific policies, procedures and protocols that will support Umbrella staff and board members in the delivery of services to people with disabilities.
- Update the Umbrella website so that it is easily accessible to all people

Progress Indicators _____

A review of this Pillar Policy will be conducted to ensure the procedures associated with the delivery of services to people with disabilities are meeting the needs of our customers.

References _____

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Ontario Human Rights Code
- Other related legislation to be identified in procedures