

# **ACCESSIBLE CUSTOMER SERVICE PLAN**

## **Providing Goods and Services to People with Disabilities**

United Mennonite Home is committed to excellence in serving all clients, including people with disabilities. Our commitment in fulfilling our mission is to strive at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities.

### **Assistive devices:**

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

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

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, United Mennonite Home will notify clients 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.

### **Training for staff:**

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

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

United Mennonite Home'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

### **Feedback process**

Anyone wishing to provide feedback on the way United Mennonite Home provides goods and services to people with disabilities can contact the Home Management or Administration (Administrator, extension 5001) by phone – 905-562-7385, by fax - 905-562-3711, or email [thhome@umh.ca](mailto:thhome@umh.ca).

All feedback will be directed to the Administrator.

Customers can expect to hear back within 5 business days of the receipt of the feedback about the response to the feedback.

Complaints will be addressed according to our organization's regular complaint management procedures as found in the Ministry of Health legislation and the Residents Handbook.

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