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## East York East Toronto Family Resources Organization

### 1.5 Accessible Customer Service Policies

<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>No. of Pages</b>	<b>10 Pages</b>

#### **Corporate Commitment Statement**

East York East Toronto Family Resources Organization is committed to excellence in serving all customers including people with disabilities. We believe in the principles of independence, dignity, integration and equal opportunity.

#### **Scope and Application**

This policy affects all areas of operations within the agency as per the requirements of the Access for Ontarians with Disabilities Act (2005).

#### **Confirmation of Policy Review**

There will be an annual review and sign off by the Board of Directors. A copy of the reviewed and signed copy of the policy section will be kept at EYET Corporate Head Office and is available to the public with written notice.



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1.5.1 Assistive Devices Policy	
<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>Policy Statement</b>	
<p>We will ensure that our staffs are trained and familiar with various assistive devices customers may bring on site, or that we may provide and that these devices can be used by customers with disabilities while accessing our goods or services.</p>	
<b>Procedure</b>	
<ol style="list-style-type: none"><li>1. EYET uses a DVD training tool produced by Service Ontario.</li><li>2. In compliance via annual staff training plans delivered by program managers as part of departmental work plans.</li></ol>	



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1.5.2 Communication Policy	
<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>Policy Statement</b>	
We will communicate with people with disabilities in ways that take into account their disability.	
<b>Procedure</b>	
1. Please refer to the EYET Corporate Style Guide and Templates.	
<b>Related EYET Polices</b>	
EYET Corporate Style Guide (approved by the Board, February 2012)	



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1.5.3 Service Animals Policy	
<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>Policy Statement</b>  We welcome people with disabilities and their service animals. Service animals are allowed on those parts of our premises that are open to the public.	
<b>Procedure</b>  <ol style="list-style-type: none"><li>1. Refer to DNA for licensed childcare.</li><li>2. City of Toronto Children's Services Operating Criteria.</li></ol>	



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<b>1.5.4 Support Persons Policy</b>	
<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>Policy Statement</b>	
<p>A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.</p> <p>EYET will not charge fees to support persons for any of its public access programs and services.</p> <p>EYET will notify customers of the above by posting a notice at all EYET public access locations and on our websites.</p>	
<b>Procedure</b>	
<ol style="list-style-type: none"><li>1. Notices will be posted at every EYET public access site.</li><li>2. On all EYET operated websites.</li></ol>	



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### 1.5.5 Notice of Temporary Disruption Policy

<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>

#### **Policy Statement**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, EYET will notify customers 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.

Services and facilities will include all EYET locations and program sites.

The notice will be made publicly available at all EYET locations and program sites as well as on all EYET public websites.

#### **Procedure**

1. Program supervisors post written notices at each affected service location.
2. To be posted on EYET main website whenever a temporary disruption occurs.

#### **Related EYET Policies**

EYET Reportable Incident Policy (pending Board review and approval in Feb 2014)



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### 1.5.6 Training Policy

<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>

#### Policy Statement

EYET will provide accessible customer service training to employees, volunteers and other who deal with the public or other third parties on its behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of EYET goods and services.

#### Procedure

Training will occur on:

- Annual Board of Directors Orientation Day
- New Employee/Volunteer Orientation completed within 7 days under the direction of program management and with the support and assistance of Human Resources

Training will include, but not be limited to:

1. An overview of the AODA, 2005 and the requirements of the Customer Service Standard
2. A review of EYET's own plan related to the Customer Service Standard
3. How to interact and communicate with people with various types of disabilities
4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
5. How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
6. What to do if a person with a disability is having difficulty accessing EYET's goods or services.

#### Related EYET Policies

3.2 Anti-Racism, Access and Equity Policy; Sub-Section "Training and Education".



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1.5.7 Feedback Policy	
<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>Policy Statement</b>	
<p>Customers who wish to provide feedback on the way in which EYET provides goods and services to people with disabilities can provide feedback. All feedback, including complaints, will be handled according to the provisions laid out in EYET's corporate Complaints Policy. Customers can expect to hear back within 10 working days.</p>	
<b>Procedure</b>	
<ul style="list-style-type: none"><li>• In writing to the attention of the Executive Director</li><li>• Electronically, via email to the attention of the Executive Director</li><li>• By telephoning the Executive Director, or</li><li>• In person, by making an appointment through our Head Office</li></ul>	
<b>Related EYET Policies</b>	
<p>Superseded by EYET Corporate Policy: Operations – Section 1.2 “Complaints by Non-Employees”</p>	





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### 1.5.8 Notice of Availability Policy

<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>Policy Statement</b>	
EYET will notify the public that our documents related to accessible customer service are available upon request by posting a notice at every location and program site operated by the agency and on EYET's main website.	
<b>Procedure</b>	
<ul style="list-style-type: none"><li>• Notice to be posted on EYET main website homepage at <a href="http://www.eyetfrp.ca">www.eyetfrp.ca</a></li></ul>	
<b>Related EYET Policies</b>	
EYET Corporate Policy: Human Resources – Section 3.2 "Anti-Racism, Access and Equity"	



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### 1.5.9 Modification to this or any other Policies

<b>Approved By</b>	<b>Board of Directors</b>
<b>Date of Approval</b>	<b>Jan. 20, 2014</b>
<b>Policy Statement</b>	
Any policy, practice or procedure of EYET that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.	
<b>Procedure</b>	
<ul style="list-style-type: none"><li>• Policy review is undertaken by the Board with the assistance of the Executive Director.</li></ul>	