



NROCRC

Community Resource Centre

Nepean • Rideau • Osgoode

**NROCRC Accessibility Standard
for Customer Service Plan**

December 2014

NROCRC Accessible Customer Service Plan

NROCRC Accessible Customer Service Plan

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Nepean, Rideau and Osgoode Community Resource Centre (NROCRC) is committed to excellence in serving all clients including people with disabilities.

Assistive devices

We will ensure that our staff members are trained and familiar with various assistive devices we have on site or that we provide that may be used by clients with disabilities while accessing our programs and 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.

- Fees will not be charged for support persons accompanying clients to NROCRC programs

We will notify customers of this by posting a notice in the following location(s): on posters/flyers advertising events where there is a registration fee.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities NROCRC 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.

NROCRC Accessible Customer Service Plan

Services/Facilities include:

NROCRC main location: 1547 Merivale Road, Unit 240, Nepean;
South Nepean Community Health Centre (SNCHC), 4100 Strandherd Drive, Nepean;
All off-site program locations where required.

The notice will be made publicly available at the following locations:

NROCRC website (www.nrocrc.org); NROCRC main location; SNCHC location.

Training

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

Individuals in the following positions will be trained:

All on-site and off-site fulltime and part-time staff and volunteers.

Staff will be trained on Accessible Customer Service within one month after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- NROCRC'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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
 - What to do if a person with a disability is having difficulty in accessing NROCRC's programs and services

Staff will also be trained when changes are made to our accessible customer service plan.

NROCRC Accessible Customer Service Plan

Feedback process

Clients who wish to provide feedback on the way NROCRC provides programs and services to people with disabilities can provide feedback in the following ways:

By completing a survey available at the front reception desk and on NROCRC's website at www.nrocrc.org.

All feedback, including complaints, will be handled in the following manner:

The surveys are reviewed by the Executive Director and responded to when a response is deemed necessary.

Clients can expect to hear back in 30 days.

Notice of availability

NROCRC will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location:

At the front reception desk, Merivale or main location and on NROCRC's website at www.nrocrc.org.

Modifications to this or other policies

Any policy, practice or procedure of NROCRC that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.