



Accessible Customer Service Plan

Our Commitment

OICC embraces the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005). OICC has developed a policy and plan to ensure that persons with disabilities have equal access to programs, services, and activities.

Providing Goods and Services to People with Disabilities, OICC is committed to excellence in serving all customers including people with disabilities and shall adhere to the following principles:

- OICC's goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the good or service being provided at OICC
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services provided by OICC

Communication

OICC employees will communicate with people with disabilities in ways that take into account their disability.

OICC will train employees of the Centre on how to interact and communicate with people with various types of disabilities.

OICC will provide alternative methods of communication and technology when requested as promptly as feasible.

Assistive Devices

OICC will ensure that employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. OICC employees shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.

Billing

OICC is committed to providing accessible invoices to all our customers and will make every effort to provide alternative formats of invoices in a timely manner upon request.

Service Animals

OICC welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Employees shall allow persons with disabilities to be accompanied by their guide dog or service animal.

No guide dog or service animal is excluded on the premises. Employees should never pet, touch, or interact with a guide dog or service animal.

Support Persons

OICC welcomes a person with a disability who is accompanied by a support person. Any person with a disability will be allowed to have that person accompany them on our premises. Fees will not be charge for support persons. Customers will be made aware of this through a notice posted on our premises and through information put on our website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, OICC will notify customers promptly. A 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. The notice will be posted at the main entrances to the Centre as well as on the OICC website when feasible. A notice will be sent out to all employees ensuring the OICC community is aware of the disruption.

Training for Employees

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

This training will be provided to employees within one month of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- OICC's plan for 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 equipment or devices, e.g. the automatic entrance, elevators, wheelchair,

- lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities)
- What to do if a person with a disability is having difficulty in accessing OICC's goods and services

Training records will be kept, including dates when training was provided. Employees will also be trained when significant changes are made to OICC's plan.

Feedback process

Feedback from customers provides OICC with opportunities to learn and improve. We recognize the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, customers are invited to provide their feedback in writing, in person, through e-mail, online forms or telephone.

Customers who wish to provide feedback on the way OICC provides goods and services to people with disabilities can:

- Send an email to info@oicc.ca
- Fill out the Customer Service feedback form available on paper at the front desk and clinic reception, or online through OICC's website
- Speak with the OICC's Manager in person or by telephone at 613-792-1222
- Mail addressed to the OICC's to the Manager of the Centre

All feedback will be directed to the OICC's Manager. Customers can expect to hear back within five business days.

Modifications to this or other policies

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