

## Accessible Customer Service Plan

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

The Southdown Institute is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

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

#### **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 be charged to the support person to cover room and board. Please call us for further details.

#### **Training**

The Southdown Institute will provide accessible customer service training to employees. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services.

Staff will be trained on Accessible Customer Service within 2 months 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
- Southdown'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 services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Southdown's services

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

**Feedback process**

Customers who wish to provide feedback on the way Southdown provides services to people with disabilities can provide feedback in the following way(s):

- Write a letter
- Email comments to [administration@southdown.on.ca](mailto:administration@southdown.on.ca)
- Call and provide feedback verbally

All feedback will be reviewed by the Human Resources Coordinator and disseminated to the employees as required. Changes and further training will be carried out as needed.

Customers can expect to hear back in 10 business days.

**Notice of availability**

Southdown will update the Southdown website with the “Accessible Customer Service Plan” and any other documents related to accessible customer service or changes to those services. All AODA documents are available to the public upon request.

**Modifications to this or other policies**

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