

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

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

Assistive Devices

We will ensure that our employees are 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Southdown 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. The notice will be placed at the front reception area and on the Southdown website.

Training

Southdown 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.

Training will be provided to new employees within two weeks 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.

Employees 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):

- Email feedback to administration@southdown.on.ca
- Call and provide feedback verbally, by calling 905 727 4214.

All feedback will be reviewed by the Human Resources Coordinator who will discuss the feedback with the management team. Changes and further training will be carried out as needed. A member of the management team will respond to the person who provided feedback within 10 business days.

Notice Of Availability

Southdown's accessibility policies are available to the public upon request by calling 905 727 4214, or by emailing administration@southdown.on.ca.

Modifications To This Or Other Policies

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