

PROCEDURE: AODA-002

Accessible Customer Service

Policy

OCAPDD is committed to providing goods and services that are accessible to all people.

Purpose

The purpose of this policy is to outline the manner in which we intend to provide goods and services to people with disabilities.

Procedures

Guiding Principles

To ensure accessible customer service, OCAPDD will use reasonable effort to ensure that all policies, procedures and practices related to the provision of goods and services to people with disabilities are consistent with the following principles:

Dignity

- Goods and services will be provided in a way that allows people to maintain self-respect and the respect of others
- People with disabilities are as valued and as deserving of full and effective services as any other customer.

Independence

- Goods and services will be provided without unnecessary help or interference from others
- Independence means freedom to make one's own choices and decisions and to assume the responsibility which accompany them
- Integrated services are those that are designed to be accessible to everyone including people with disabilities
- All persons will be able to benefit from the same services, in the same place, and in the same or similar ways as other customers
- In some cases, based on individual needs, integration may not serve the needs of all people. If this is the case alternative measures to integration will be provided.

Equality of Opportunity

- Goods and services will be provided in such a way that a person with a disability will have the same opportunity to benefit from our goods and services as other customers
- A person with a disability should not have to make significantly more effort to access or obtain our goods and services and should not have to accept less quality or more inconvenience.

Customer Service Channels

OCAPDD will provide accessible customer service in all areas of our organizations including, but not limited to:

- In person on any OCAPDD owned/leased property
- In person, off site in the community
- Communications by email and social media
- Communications by telephone
- Communications by regular mail
- OCAPDD website

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of OCAPDD, whether the person does so as an employee, agent, volunteer or otherwise.

“Customers” shall mean any person who receives goods or services, including individuals supported by OCAPDD.