



POLICIES and PROCEDURES

"All children and youth achieve their greatest potential within caring, responsive families and communities."

PINT Vision Statement

SECTION: ORGANIZATIONAL POLICIES

SUB-SECTION: ORGANIZATIONAL FOUNDATIONS

POLICY: ACCESSIBLE CUSTOMER SERVICE
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POLICY NUMBER: ORG-20	DATE APPROVED: 2022-03-22
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DATE REVIEWED: 2022-02-01	APPROVED BY: BOARD OF DIRECTORS
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POLICY STATEMENT:

Point in Time (PinT) is committed to excellence in serving ALL clients in our community. PinT policies and procedures strive to remove barriers to access our programs and services for all. Respect, dignity and independence are values that are central to our accessibility policy. In addition, PinT maintains compliance with the Accessibility for Ontarians with Disabilities Act 2005 and reviews this policy on an annual basis. Any policy that does not respect and/or promote the dignity and independence of people with disabilities will be modified or removed.

DEFINITION:

"Staff"

For the purposes of this policy staff refers to: PinT Employees, Volunteers, Board of Directors Members, Field Students and Respite Workers who provide service and support to clients of PinT.

PROCEDURES:

PinT staff will:

1. Ensure that our staff are trained and familiar with various assistive devices that are used by clients with differing abilities while accessing our programs and services;
2. Communicate with people with differing abilities in ways that consider their different abilities;
3. Welcome people with differing abilities and their service animals (service animals on the parts of our premises that are open to the public);
4. Welcome those with differing abilities who are accompanied by a support person while accessing services;
5. Provide information about services in a variety of formats;
6. Provide information about how to access help in an emergency in multiple formats;

7. Provide an opportunity for clients who wish to provide feedback on the way PinT provides services to people with disabilities and how they can contact their worker or complete the client experience survey to do so;
8. Direct all feedback to the Operations Manager or designate who will respond within three (3) business days;
9. Ensure complaints are addressed according to our organization's regular complaint management procedures; and
10. Post on the PinT website our Accessible Customer Service Policy for continuous public access.

In the event of a planned or unexpected disruption to services or facilities:

1. PinT will notify clients promptly; and
2. A notice will be clearly posted at all site offices and on the PinT website and it will include: the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training:

1. PinT will provide training to staff who deal with the public or other third parties who work on behalf of the agency;
2. Training will be provided to staff within thirty (30) days of hiring and will include:
 - a. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service standard;
 - b. PinT Accessible Customer Service Plan;
 - c. How to interact and communicate with people with various types of disabilities;
 - d. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person and how to use/access any equipment on site; and
 - e. What to do if a person with a disability is having difficulty in accessing PinT's services.

It is the responsibility of the Operations Manager or their designate to ensure that staff are trained when changes are made.