



HUMAN RESOURCES POLICIES

Section:	Subject: Accessible Standards (Client Services)	Policy #: 11.1
Implementation Date: 2011	Revision Dates:	Last Review Date: 2011

POLICY:

Wyndham House is committed to providing its programs and services in an accessible manner. In fulfilling our mission, Wyndham House strives to provide its programs and services in a way that respects dignity and independence of people with disabilities. We are also committed to giving those with disabilities the same opportunity to access our programs and services and allowing them to benefit from the same services and in a similar way as other clients.

PROCEDURE:

Wyndham House is committed to excellence in serving all clients including those with disabilities and we will carry out our functions and responsibilities in the following ways;

Communication:

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

Assistive devices:

We will ensure that our staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services. We will also ensure that staff is trained to use the wheelchair lift that is available at our Youth Shelter.

Use of service animals and support persons:

Wyndham House welcomes people with disabilities who are accompanied by a service animal on the parts of premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We welcome people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption:

Wyndham House will provide customers with notice in the event of a planned or unexpected disruption in any facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

Training for Staff:

Wyndham House will provide training to all employees, volunteers. This training will be a formal part of the Staff Orientation Process.

Training will include the following:

- The purposes of the Accessibility of Ontarians with Disabilities Act, 2005 and the requirements of 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 and assistive device or require the assistance of a service animal or support person
- Proper use/operation of the wheelchair lift at the Youth Emergency Shelter
- What to do if a person with a disability is having difficulty in accessing Wyndham House's programs or services
- Wyndham House's policies and procedures relating to the customer service standard

Applicable staff will be trained on policies and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies or procedures.

Feedback Process:

The goal of Wyndham House is to meet and surpass customer expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Wyndham House provides goods and services to people with disabilities can be made by letter, in person, e-mail. All feedback will be directed to the Executive Director. Clients can expect to hear back (if requested) within 7 business days.

Complaints will be addressed according to complaint procedures already established within our agency Policy and Procedures.

Modifications to this policy:

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Questions about this policy:

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Program Director.