

# ACCESSIBILITY FOR CUSTOMER SERVICE

## Providing Services to People with Disabilities

Community Services Coordination Network is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Community Services Coordination Network understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Community Services Coordination Network is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Community Services Coordination Network is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities

Community Services Coordination Network is committed to providing accessible customer service to people with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005 (ADDA)* and the *Accessibility Standard for Customer Service*. Community Services Coordination Network complies with the requirements of the *Accessibility Standard for Customer Service* by:

## Assistive Devices

People with disabilities may use their own personal devices when accessing our goods, services or facilities. We will ensure that our staff are trained and familiar with various assistive devices we have on site, or that we provide, that may be used by people with disabilities while accessing our services.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

## Communication

Community Services Coordination Network will communicate with people who have disabilities in ways that take into account their disability. We will work with the person with a disability to determine the method of communication that works best for them.

## **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If another law prohibits service animals, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## **Support Persons**

A person who has a disability who is accompanied by a support person may have that person accompany them while using our services. In situations where confidential matters will be discussed, the support person may be asked to sign a confidentiality agreement or the role of the support person may need to be agreed on in advance of the meeting.

## **Service Disruption**

In the event of a planned or unexpected disruption to services or facilities for people who have disabilities Community Services Coordination Network will notify people promptly. The way we provide the notice will be determined by the nature of the problem. Minimally, notice will be posted on the CSCN website. 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.

## Training

Community Services Coordination Network will provide accessible customer service training to employees and others who deal with the public or third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of services. All employees of CSCN must complete training that meets the requirements of the Accessible Customer Service regulation including:

- An overview of the AODA
- Understanding the requirements of the Regulation
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
- How to use equipment or devices available on the provider's premises otherwise provided by the provider to people with disabilities to access goods and services
- What to do if a person with a particular type of disability is having difficulty accessing goods and services

## Feedback Process

Community Services Coordination Network encourages people to provide feedback on our ability to provide accessible customer service for people with disabilities. Feedback helps us in the continuous improvement of our services. Feedback can be provided in any method most convenient to the individual including by mail, email, telephone or in-person at a CSCN premise.

### (i) Mail

Accessible Service Feedback  
Community Services Coordination Network  
171 Queens Avenue, Suite 750  
London, Ontario  
N6A 5J7

### (ii) Email

[Info@cscn.on.ca](mailto:Info@cscn.on.ca)

### (iii) Telephone

519.438.4783  
1.877.480.2726

Acknowledgement of questions or concerns submitted will be made within three business days from the date of receipt. A response will be provided within fourteen business days.

(iv) In-Person at CSCN Premises

An individual may meet in-person with a CSCN representative. It is recommended that in-person meetings be scheduled in advance to ensure a CSCN representative is available.