
OAKDALE CHILD AND FAMILY SERVICE

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Oakdale Child and Family Service is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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. Service animals are allowed on the parts of our premises that are open to the public.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to our services, Oakdale Child and Family Service 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 alternate facilities or services, if available.

The notice will be placed at the Main Office and at the residence where the disruption is located.

Training for staff

Oakdale Child and Family Service will provide training to employees, volunteers, and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

Office and clerical employees, supervisors, full-time staff, part-time staff and student placement.

This training will be provided to staff at orientation, prior to the official 'start date'.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, and the requirements of the customer service standard.
- Oakdale'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.
- What to do if a person with a disability is having difficulty in accessing Oakdale's goods and services.

Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way Oakdale Child and Family Service provides goods and services to people with disabilities can contact the Toronto or Barrie Office.

Toronto office: tor-oakdale@bellnet.ca or call at 416-699-5600

Barrie office: admin@oakdaleservices.com or call at 705-726-6357

All feedback will be directed to the Director or designate. Customers can expect to hear back in 3 business days.

Complaints will be addressed according to our organization's regular complaint procedures.

Modifications to this or other policies

Any policy of Oakdale Child and Family Service that does not respect and promote the dignity and independence of people with disabilities will be modified and removed.