

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The WorkPlace Group is committed to excellence in serving all customers, including people with disabilities to access our programs and services, and to remove barriers that prevent equitable access to service delivery.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Our services are fully accessible to customers with mobility issues through ramp access, an automatic door, and a wide entranceway to each office. We are able to accommodate customers with assistive devices such as wheelchairs, walkers, and electronic scooters or other devices as required by the customer.

Communication

We will communicate with people with disabilities in ways that take into account their disability. For hearing impaired clients, they would have access to a laptop with MSN to improve the communication process with staff members. For individuals with literacy barriers or learning disabilities, a staff member is available to complete the intake paperwork for them and to assist them with completing online programs such as WHMIS and safety training. Other services such as workshops can also be tailored to meet individual needs of the client and remove barriers.

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, unless excluded by law. If the animal is excluded by law, we will take alternate measures to allow the person with the disability to obtain, use, or benefit from our services.

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. Fees will not be charged for support persons. We will notify customers of this through a notice posted on our premises, on our website, and in our Customer Service Charter.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities our employment services at The WorkPlace Group 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 alternative facilities or services, if available.

The notice will be placed at 265 N. Front Street, Suite 107, on our website at www.theworkplacegroup.ca.

Training for Staff

The WorkPlace Group 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:

- Client Support
- ERC Coordinator
- HR Manager
- Financial Administrator
- Executive Director
- Employment Consultants
- Job Developers
- Administrative staff

This training will be provided to all staff as part of the orientation process upon hire.

Training will include:

An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard

The WorkPlace Group'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

- How to use equipment or devices available on our premises or otherwise provided by us that may help with the provision of services to a person with a disability
- What to do if a person with a disability is having difficulty in accessing The WorkPlace Group's goods and services

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

Feedback process

Customers who wish to provide feedback on the way The WorkPlace Group provides goods and services to people with disabilities can send an email to info@theworkplacegroup.ca or Noeleen.Tyczynski@theworkplacegroup.ca, by phone at 519-337-7377, or by completing a survey online at www.theworkplacegroup.ca.

All feedback will be directed to Noeleen Tyczynski, the Executive Director of The WorkPlace Group and upon receipt customers can expect to hear back within one business day.

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

Modifications to This or Other Policies

Any policy of The WorkPlace Group that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.