

Niagara Support Services Niagara Training & Employment Agency Accessible Customer Service Plan Effective January 1, 2012

Providing Goods and Services to People with Disabilities

Niagara Support Services (NSS) and Niagara Training & Employment Agency (NTEC) are committed to consistent 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. Some of the assistive devices NSS and NTEC have are:

- Pen and paper
- Keyboard
- Pointing device
- Information in Braille
- Automatic door openers
- TTY phone access

Communication

We will communicate with people with disabilities in a respectful way that takes 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 or facilities for customers with disabilities, NSS/NTEC 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 in a conspicuous place at the facility involved, and if appropriate on the agencies' websites and/or the agencies' main telephone messages.

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Training for staff

NSS/NTEC will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. A variety of training, including classroom and e-learning will be used. Training will be provided to new staff within the probationary period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- NSS/NTEC 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 any agency assistive devices that may be available to customers or the public
- What to do if a person with a disability is having difficulty in accessing NSS/NTEC goods and services
- Staff will also be trained when changes are made to our plan

Feedback process

Customers who wish to provide feedback on the way NSS/NTEC provides services to people with disabilities can do so in person, by phone, in writing or directly emailed to mythoughts@ntec-nss.com.

Should an answer be deemed appropriate, customers who have provided contact information can expect to hear back from the appropriate program supervisor within two business days.

Complaints will be addressed according to NSS/NTEC regular complaint management procedures as indicated in our policies.

If further action is required the Quality Assurance Coordinator can be reached at 905-384-3127 or nmills@ntec-nss.com.

Modifications to this or other policies

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