



ONTARIO
ASSOCIATION
OF CHILDREN'S
REHABILITATION
SERVICES

Providing Goods and Services to People with Disabilities

The Ontario Association of Children's Rehabilitation Services is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff and volunteers 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. Fees will not be charged for support persons.

Accessible Customer Service Plan

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Ontario Association of Children's Rehabilitation Services 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 on our website and on site at our offices.

Training for staff and volunteers

The Ontario Association of Children's Rehabilitation Services 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: CEO, Director of Membership Services, Policy Analyst, Administrators and Volunteers. This training will be provided to staff within 6 months of hiring.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Association of Children's Rehabilitation Services' requirements of the customer service standard

- OACRS's plan related to the customer service standard includes:
- 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 with access
- Staff will also be trained when changes are made to our plan.

OACRS training will be based on the Ontario Government training resources found at <http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/trainingResourcesAODA/unit1.aspx>

OACRS will confirm that all volunteers have received training. If not, volunteers will undergo OACRS AODA training.

Feedback process

Customers who wish to provide feedback on the way the Ontario Association of Children's Rehabilitation Services provides goods and services to people with disabilities can give us feedback in person, over the telephone at 416-424-3864 or via our email at info@oacrs.com or in writing to OACRS, 150 Kilgour Road, Toronto, Ontario, M4G 1R8. All feedback will be directed to Linda Kenny, CEO.

Customers can expect to hear back in 14 days

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

Modifications to this or other policies

Any policy of the Ontario Association of Children's Rehabilitation Services that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.