

KEYS POLICIES & PROCEDURES

Subject: Providing Services to Clients with Disabilities

Type: Operational

Approved: November 9, 2011

Revised:

Policy

KEYS is committed to excellence in serving all clients including people with disabilities and to providing its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in a similar way as other clients.

This policy and procedure complements KEYS Customer Service Charter and Equity and Accommodation Policy and Implementation Plan.

Procedure

1. Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

We will make reasonable efforts to provide quality interpretation and accommodation for clients when necessary.

We will offer to communicate with customers by e-mail or TTY if telephone communication is not suitable to their communication needs or is not available.

2. Assistive devices, services and measures

We are committed to serving people with disabilities who use assistive devices to benefit from our services. We will ensure that KEYS staff members are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

We will also ensure that staff know how to use assistive devices, services and other measures available to our clients, e.g. TTY service, elevator, accessible door switches; accessible computer

and assistive soft ware programs in the resource centre. We will also offer sign language interpretation and appointments off-site or using web cam options.

3. Use of service animals and support persons

We are committed to welcoming people with disabilities, who are accompanied by a service animal throughout the areas of KEYS which are open to the public. We will also ensure that all staff members follow the “Protocol for Animals at KEYS” and are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability, who is accompanied by a support person, be prevented from having access to his or her support person while on our premises. We will ensure that staff members abide by KEYS Confidentiality Policy when interacting with people with disabilities accompanied by a support person.

4. Notice of temporary disruption

KEYS will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at the entrance, at reception and on our web-site. Individual clients with scheduled appointments will be notified by phone or e-mail, if possible.

5. Training for staff

KEYS will provide training to all staff and volunteers who deal with the public and/or are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 assistive devices, services and other measures available to our clients, e.g. TTY service, elevator, accessible door switches; accessible computer and assistive soft ware programs in the resource centre. How to book and offer sign language interpretation and appointments off-site or how to use web cam options.

- What to do if a person with a disability is having difficulty in accessing KEYS' services
- KEYS' policies, practices and procedures relating to providing services to clients with disabilities

Applicable staff and volunteers will be trained upon hiring and on an ongoing basis when changes are made to KEYS' policies, practices and procedures relating to the customer service standard.

Training records, including date of training and names of trained staff and volunteers, will be kept in writing.

6. Feedback process

The ultimate goal of KEYS is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

The feedback process is described in KEYS Customer Service Charter. The Charter is displayed in the resource centre, on our web-site and its copy is available to the public upon request.