

NIAGARA PENINSULA HOMES

AODA, CUSTOMER SERVICE STANDARD POLICY STATEMENT Providing Goods and Services to People with Disabilities

Introduction

In accordance with the Ontarians with Disabilities Act (ODA, 2001) the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and the Customer Service Standard (Ontario Regulation 429/07) NPH has developed a policy to ensure that persons with disabilities have equal access to programs and services at NPH.

Mission Statement

One of the core values of NPH is the dedication to diversity and respect, ensuring that as a community we show mutual respect for each other within the community. NPH is dedicated to promoting an equitable environment for members and employees and opportunities for members of the community to have access to and participate in all aspects.

In accordance with the Accessibility a Standard for Customer Service (CSS) (Regulation 429/07), NPH entrusts to developing policies, practices and procedures in providing goods and services to people with disabilities in a way that respects the dignity and independence of people with disabilities. NPH is dedicated to providing people with disabilities the same opportunity to access and in doing so contributes to an accessible Ontario for all.

Providing goods and services to people with disabilities

NPH is committed to excellence in serving all members, staff and clients and will carry out our functions and responsibilities in the following areas:

Communication

- NPH is committed to communicating with people with disabilities in ways that take into consideration their disability.
- NPH trains employees of NPH in how to interact and communicate with people with disabilities guided by the principles of dignity, independence and integration of equality.
- NPH provides alternative methods of communication and technology upon request as promptly as feasible.

Telephone Service

- We will train staff to communicate with members over the telephone in clear and plain language and to speak clearly and slowly.
- We offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

- We are committed to serving people with disabilities. We will therefore assist a staff member who is disabled and requires the assistance of an assistive devices to perform

the duties of their job, to obtain such device(s)..We will inform staff how to assist a client that might need access to such a device in obtaining such devices if required.

Use of Service Animals and Support Persons

- We are committed to welcoming people with disabilities who are accompanied by a service animal.
- We are committed to ensuring our staff and volunteers 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.
- Any person with a disability who is accompanied by a support person will be allowed to enter all areas with his or her 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 NPH's property.

Feedback Process

The ultimate goal of NPH is to meet and surpass client's expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

By mail or in person to: **178 King Street Welland ON L3C 1J3**

By Phone to: **905-788-0166 ext 205**

Feedback will be responded to within five business days.

Modification to this or other Policies

NPH is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. NPH develops and updates policies, procedures and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity.

PASSED by the Board of Directors on the _____ day of _____, 2011.

President

c/s

Secretary