



Accessibility Customer Service Policy

Providing Goods and Services to People with Disabilities

Policy

The LWCC is committed to providing people with disabilities in a manner that respects dignity, independence, integration and equal opportunity in goods and services in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

Assistive devices

Assistive devices help a person with a disability do everyday tasks and activities. Some devices are: Laptop, Pocket recorder and digital audio player; hearing aid and teletypewriter (TTY) for people unable to speak or hear by phone; mobility devices such as scooter, walker or crutch, magnifier and white cane; communication board (which use symbols, words or pictures to create messages) and speech generating device.

Communication

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

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.

Notice of temporary disruption

Employees are to notify their supervisor/administrative staff of any expected or unexpected circumstances that may impact service delivery.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the notice will be placed at the conspicuous locations on our premises and appointment phone message.





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.

Training

LWCC will provide training to employees, contract workers, volunteers and board members who deal with the public or other third parties on behalf of LWCC. This training will be provided to staff within the first month of his/ her hiring.

Training will include:

- An overview 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.
- What to do if a person with a disability is having difficulty in accessing LWCC's goods and services

Training will be monitored and updated to ensure when changes are made.

Feedback process

Customers who wish to provide feedback on the way LWCC provides goods and services to people with disabilities may submit feedback to the Human Resources at admin@lwcounselling.ca, or by making an appointment with the Executive Director to provide feedback in person. Human Resources, Executive Director or designate will respond to the request within 14 days.





無障礙客戶服務政策

為失能人士提供商品和服務

政策

泉源輔導中心（泉源輔導中心）致力於根據2005年《安大略省失能人士無障礙法案》提供尊重尊嚴、獨立、融合和平等機會的失能人士服務和商品。

輔助設備

輔助設備有助於失能人士完成日常任務和活動。一些設備包括：筆記型電腦、口袋錄音機和數字音頻播放器；助聽器和電傳打字機（TTY）供無法通過電話說話或聽覺有困難的人使用；助行設備，如電動輪椅、行走器或拐杖、放大鏡和白手杖；溝通板（使用符號、詞語或圖片創建消息）和語音發聲設備。

溝通

我們將以考慮失能的方式與失能人士溝通，包括新網站已採取措施。

服務動物

我們歡迎失能人士及其服務動物。服務動物被允許進入我們對公眾開放的部分。

支援人員

有失能的人如有支援人員陪同，將被允許在我們的場地上陪同。支援人員不收費。

臨時中斷通知

員工應通知主管/行政人員有望或意外影響服務交付的任何情況。對於為失能顧客提供的服務或設施的計劃或意外中斷，通知將放置在我們場地的顯著位置和約見電話留言中。此





明顯張貼的通知將包括有關中斷原因、預期時間長度以及替代設施或服務的描述。如果有
的話。

培訓

泉源輔導中心將為與公眾或其他第三方代表泉源輔導中心進行交往的員工、合同工、志願者和董事會成員提供培訓。此培訓將在員工入職後的第一個月內提供。

培訓將包括：

- 安大略省失能人士無障礙法案，2005年和顧客服務標準的概述
- 如何與各類失能人士溝通和交往
- 如何與使用輔助設備或需要服務動物或支援人員協助的失能人士交往
- 如果失能人士在訪問泉源輔導中心的商品和服務方面遇到困難，應該怎麼辦

培訓將受到監察和更新，以確保隨時進行更改。

反饋流程

希望對泉源輔導中心為失能人士提供商品和服務的方式提供反饋的客戶可以將反饋提交給人力資源，通過 admin@lwcounselling.ca 提交，或與執行董事預約面對面提供反饋。人力資源、執行董事或指定人將在14天內回應請求。

