



South-East Grey Support Services Accessibility Policy

South-East Grey Support Services (SEGSS) is committed to ensuring that supports and services, provided by employees, students, volunteers, and individuals accessing SEGSS services, are offered in a manner that is based upon the principles of dignity, independence, inclusiveness, and equal opportunity. All supports and services are offered in compliance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA).

The term customers reference all people that may access or enter SEGSS locations, as listed below, to use or provide goods, services, and supports.

Policy

South-East Grey Support Services strives at all times to provide support, services and information in a way that respects the dignity and independence of all customers, to include people with disabilities. We are committed to providing people with disabilities the same opportunity to access our goods and services, and to allowing them to benefit from the same services, in the same place and in a similar way as all community members. It is our expectation that all contractors hired by the agency adhere to the legislated customer service requirements.

We are committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

South-East Grey Support Services will communicate with people with disabilities in ways that take into account their ability. Wherever possible we will use plain language.

We will train staff who communicate with customers on how to interact and communicate with people of all abilities.

Assistive devices

South-East Grey Support Services will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide such devices that may be used by customers with disabilities while accessing our goods or services.

Service Animals

South-East Grey Support Services will welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public.

A person with a disability accompanied by a service animal is permitted to enter the SEGSS public premises with the animal unless the animal is otherwise excluded by law. Should a

service animal be excluded from the premises, then SEGSS staff shall strive to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the goods and/or services.

Support Persons

A support person will not be restricted from accompanying a person with a disability with the supported person's consent.

Disruption of Service

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, SEGSS will attempt to 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 at the main office door of our three Administrative and Maintenance locations and Frontier Pavilion.

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| 1. South Administration Office | 24 Toronto Road Flesherton ON |
| 2. North Administration Office | 774292 Highway 10 North Grey Highlands (Flesherton) |
| 3. Maintenance and Work Co-op Office | 320547 Road 170, RR 3 Flesherton ON |
| 4. Frontier Pavilion | 774292 Highway 10 North Grey Highlands (Flesherton) |
| 5. Life Directions | 774292 Highway 10 North Grey Highlands (Flesherton) |

Training for Staff

South-East Grey Support Services will provide training to employees, volunteers and others who interact with the public or other third parties on our behalf. Staff working in all position will receive training as listed below.

This training will be provided to staff upon orientation and on an as needed basis should there be a change to this plan and/or policies, practices, and procedures.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- South-East Grey Support Services agency supports and services as it relates 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 the equipment devices, available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the South-East Grey Support Services goods and services

Notice of Availability of Documents

This document and other policies and practices related to the provision of services for people will be posted in our three Administration and Maintenance locations, Frontier Pavilion and Life Directions. These documents will be made available on request and when an alternative format is requested all reasonable efforts will be made to provide these documents in the requested format. Eg. Plain Language version, Braille etc.

Feedback Process

The ultimate goal of South-East Grey Support Services is to meet and surpass customer expectations while serving people with disabilities their families and community members. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

You can submit feedback and comments to South-East Grey Support Services regarding a service, by completing the Feedback Form and submit or contact us in the following ways:

- By email to info@segss.com with the subject line "Accessibility"
- Through mail to the attention of the Executive Director at Box 12, 24 Toronto Road, Flesherton ON N0C 1E0
- By telephone to South-East Grey Support Services at (519) 924-2020

All feedback will be directed to the Executive Director. <http://www.segss.com/feedback-form/>

Please note, it may take up to five business days to respond to your feedback.

Website Feedback

We welcome any feedback you have on the website; Comments can be provided either on the site or on specific pages by selecting the Feedback Form link located in the Feedback Process section.

Modifications to this or other policies

Modifications to this plan or the Accessibility Standards for Customer Care Policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this Policy

This policy exists to achieve service excellence to people with disabilities. If there are any questions or comments about this policy, or if the purpose of a policy is not understood, an explanation should be provided by or referred to the Executive Director, Director of Human Resources, or the President of the Board of Directors of the agency.