



## Ottawa Community Coalition for Literacy

# Policy for Accessible Customer Service

Approved by the Board of Directors: March 2012

Review Date: September 2015

### **Our Mission**

The Ottawa Community Coalition for Literacy (OCCL) supports, promotes and strengthens adult literacy services in Ottawa through communication, research and public education.

### **Our Commitment**

OCCL strives to provide services in a way that respects the dignity and independence of people with disabilities. We are committed, to the best of our ability, to giving people with disabilities the same opportunities to access our services in the same place and in a similar way to other customers.

### **Providing Goods and Services to People with Disabilities**

OCCL is committed to excellence in serving all customers including people with disabilities. This is how we will carry out our functions and responsibilities related to the following:

#### Communication

We will communicate with people with disabilities in ways that take into account their disabilities. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### Telephone Services

We will provide accessible telephone service to our customers to the best of our ability. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by Bell Relay services or email if telephone communication is not suitable to their communication needs or is not available.

#### Assistive Devices

OCCL allows people with disabilities to use their personal assistive devices to access our services. To the best of our ability, we will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities such as wheelchairs, walkers and white canes.

### Billing

We will provide accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### **Service Animals and Support Persons**

We will welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We also ensure that staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We will welcome 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 OCCL's premises 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 our premises.

OCCL will not charge fees for support persons who accompany people with disabilities when they attend any of our events or professional development sessions.

### **Notice of Temporary Disruption**

OCCL will provide customers 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.

### **Training of Staff**

OCCL will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures.

OCCL will provide training to new staff within three months after they begin working. New employees will have to demonstrate that they have completed the provincial online training as part of completing their probationary period:

(<http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html>)

OCCL will also train staff on an ongoing basis when changes are made to these 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 with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- how to use equipment or devices that may help with the provision of services to people with disabilities
- what to do if a person with a disability is having difficulty accessing OCCL's services
- OCCL's policies, practices and procedures relating to the customer service standard

## **Feedback Process**

OCCL strives to meet and surpass customer expectations while serving customers with disabilities. Comments on our services are welcome and appreciated.

If you have a question about this policy, or if the purpose of any other OCCL policy is not understood, you should contact OCCL's Executive Director. You can expect a response within 10 business days.

## **Contact Information**

You can contact our Executive Director by phone, fax, mail, email or Bell Relay:

Ottawa Community Coalition for Literacy  
210-404 McArthur Avenue  
Ottawa, Ontario K1K 1G8

Phone: 613-233-3232 Fax: 613-241-4170  
Bell Relay: 1-800-268-9243  
Email: [info@occl.ca](mailto:info@occl.ca)

## **Revising This or Other OCCL Policies**

OCCL is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Ottawa Community Coalition for Literacy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.