

Section:	General Policies	Approval Date: May 15, 2012
Policy:	AODA – CUSTOMER SERVICE POLICY	Effective Date: May 15, 2012
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POLICY:

Montage Support Services believes that persons with any disability are entitled to receive services in a way that respects their dignity and independence and will strive to meet the customer service standards contained within the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

PROCEDURE:

1. Our Commitment

Montage Support Service is committed to excellence and we will carry out our functions and responsibilities within the AODA Customer Service Standards.

2. Communication

We will communicate with people with disabilities in ways that take into account their disability and train staff on how to interact and communicate with people with various types of disabilities. These will include but are not limited to hard copy, large print, email.

3. Telephone Services

We are committed to providing fully accessible telephone services to the public. We will train staff to communicate with customers over the telephone in clear and plain language. We will offer to communicate by other means of communication such as email, if telephone communication is not suitable to their communication needs or is not available.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal and/or support person on our premises. We will also ensure that all staff, volunteers and others are properly trained in how to interact with people with disabilities who are accompanied by a service animal. 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. Our Pet Policy reflects the people we support having access to service animals if deemed necessary.

5. Notice of Temporary Disruption

Montage Support Services will provide notice in the event of a planned or unexpected disruption in the services usually used by people with disabilities. This notice will include information about the reason, duration and alternatives, if available.

6. Training for Staff

All Montage Support Services staff will be trained in the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and customer service standard requirements.
- Policies and procedures related to the customer service standards and notified whenever changes are made to these policies.

7. Feedback Process

Montage Support Service is committed to gathering feedback on the services we provide through satisfaction surveys, audits and forums. Feedback can be provided via email, verbally, through our Complaints and Rights Policy processes. Complaints will be addressed in accordance with our policies and procedures.

8. Modification to This and Other Policies

Montage Support Services is committed to developing policies that respect and promote dignity and independence of people with disabilities. Therefore, no changes will be made to this policy and others before considering the impact on people with disabilities. Any policy of Montage Support Services that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.