

Accessibility Standard for Customer Service

This plan is based on a template provided by the [Ministry of Community and Social Services](#) website, and the principles of independence, dignity, integration and equal opportunity.

Accessible Customer Service Plan: Policy

Providing Goods and Services to People with Disabilities

OCASA is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

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.

No fees will be charged for support persons for admission to OCASA's premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, including website, email communications, and telephone access, OCASA will 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 on OCASA's website, and will be sent by the usual methods of communication, including email and telephone.

Training for staff

OCASA will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:
Executive Director

Office assistant

Any other staff that might be hired in the future, either at the OCASA office, or remote location, if they deal directly with OCASA members, or the public.

This training will be provided to staff within one month of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the

Policy January 1, 2012

- requirements of the customer service standard
- OCASA's plan related 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 any required assistive devices OCASA requires to provide goods and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing OCASA's goods and services.

Staff will also be trained when changes are made to your plan.

Feedback process

Customers who wish to provide feedback on the way OCASA provides goods and services to people with disabilities can send an email message, letter or phone call.

All feedback will be directed to the Executive Director of OCASA.

Customers can expect to hear back in three business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

A quick link on the home page of the website will enable members to forward feedback according to the feedback process and a copy of this Accessibility Standard for Customer Service will be posted.

Modifications to this or other policies

Any policy of OCASA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Specific barriers and accommodations for OCASA

Introduction: OCASA rarely welcomes members or the public to our physical premises. Our members tend to meet together at their local college, which is already AODA compliant, or at an offsite location (i.e. annual conference held at a hotel/resort). However, we do meet by other means, primarily electronic including web conferencing, website, teleconference.

For the purposes of this plan, we will include OCASA's head office location, as well as consideration for events that are held at other locations, and services provided through "virtual" and off-site means.

This portion of the customer service plan indicates existing barriers that persons with disabilities might face in accessing OCASA's products/services.

Existing barriers

OCASA's office is on the second floor of building that does not have an elevator.

OCASA will post a sign with the office phone number at the lobby entrance advising persons requiring assistance to call the OCASA office and someone will come down to meet with them. If the office is currently closed for business, the sign will also indicate that reality, including for how long, and how to contact staff alternatively.

For pre-arranged meetings, or for unexpected visitors, provision for off-site accessible space will be made at a nearby alternative.

OCASA's communications to members are by email, website and occasionally print mail.

For members that identify a need for communications suitable for a person with a vision impairment, OCASA will provide an alternate format of communications. Where a screen reader is available to the member, then OCASA will ensure that all print copy materials are sent electronically. Also, all PDF documents on the website already include an option for speech, so that the document can be read aloud.

OCASA's annual professional development conference does not currently provide an alternative for members with a hearing impairment or vision impairment who are attending an educational session. We do request ahead of time what needs an attendee has that can be accommodated by meeting planners and the hosting property. We will commit to work with members requesting services to ensure that they can fully participate in the event.