

ARBOUR VILLAGE CO-OP

AODA, CUSTOMER SERVICE STANDARD POLICY STATEMENT Providing Goods and Services to People with Disabilities

Introduction

In accordance with the Ontarians with Disabilities Act (ODA, 2001) the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and the Customer Service Standard (Ontario Regulation 429/07) the Co-op has developed a policy to ensure that persons with disabilities have equal access to programs, services, and activities at the Co-op.

Mission Statement

One of the core values of the Co-op is the dedication to diversity and respect, ensuring that as a community we show mutual respect for each other within the community. The Co-op is dedicated to promoting an equitable environment for members and employees and opportunities for members of the community to have access to and participate in all aspects.

In accordance with the Accessibility a Standard for Customer Service (CSS) (Regulation 429/07), the Co-op entrusts to developing policies, practices and procedures in providing goods and services to people with disabilities in a way that respects the dignity and independence of people with disabilities. The Co-op is dedicated to providing people with disabilities the same opportunity to access and in doing so contributes to an accessible Ontario for all.

Providing goods and services to people with disabilities

The Co-op is committed to excellence in serving all members, staff and the co-op community and will carry out our functions and responsibilities in the following areas:

Communication

- The Co-op is committed to communicating with people with disabilities in ways that take into consideration their disability.
- The Co-op trains employees of the Co-op in how to interact and communicate with people with disabilities guided by the principles of dignity, independence and integration of equality.
- The Co-op provides alternative methods of communication and technology upon request as promptly as feasible.

Telephone Service

- We will train staff to communicate with members over the telephone in clear and plain language and to speak clearly and slowly.
- We offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

Use of Service Animals and Support Persons

- We are committed to welcoming people with disabilities who are accompanied by a service animal.
- We are committed to ensuring our staff and volunteers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- We are committed to welcoming 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 all areas 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 co-op's property.

Notice of Temporary Disruption

- The Co-op ensures all services areas will provide members with appropriate 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.

Feedback Process

The ultimate goal of the Co-op is to meet and surpass members' expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

By mail or in person to: **Main Office – 25 Barnaby Drive, St. Catharines, ON L2S 3N9**

By Phone to: **905-682-0321**

Feedback will be responded to within five business days.

Modification to this or other Policies

The Co-op is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. The Co-op develops and updates policies, procedures and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity.

PASSED by the Board of Directors on the 3 day of March, 2011.

CONFIRMED at a general meeting of the Members on the 16 day of June, 2011.

Mary Broakhenste
President

c/s

D. Tolson
Secretary