



## CUSTOMER SERVICE POLICY / PLAN

### 1. OUR MISSION:

The Mission of the Kawartha-Haliburton Children's Aid Society, in partnership with the community, is to protect children and promote their best interests through the provision of services under the Mandate of the *Child and Family Services Act*. We are dedicated to working with the community to:

- Protect children at risk
- Provide caring families and communities
- Build supportive life-long relationships

Our first and overriding priority is the protection of children from abuse and neglect. We also believe that the healthiest environment for a child is to be raised in a loving and caring family within their own community.

The Society is committed to maintaining the unity of the family and when this is not possible, we place a priority on finding caring families willing to make a lifetime commitment to the child.

### 2. OUR COMMITMENT:

In fulfilling our mission, KHCAS strives at all times to provide its services in a way that respects the dignity and independence of people with is abilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar as other clients.

### 3. PROVIDING SERVICES TO PEOPLE WITH DISABILITIES:

KHCAS is committed to excellence in serving all clients including people with disabilities and we will carry out our services and responsibilities in the following areas:

#### 3.1 Communication:

We will communicate with people with disabilities in ways that take into account their disability. We will train our staff, volunteers and foster parents who communicate with clients on how to interact and communicate with people with disabilities.

### 3.2 Telephone Services:

We are committed to providing fully accessible telephone service to our clients. We will train our staff, volunteers and foster parents to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with clients through appropriate alternative means (ie: TTY, email) if telephone communication is not suitable to their communication needs or is not available.

### 3.3 Assistive Devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff, volunteers and foster parents are trained and familiar with various assistive devices that may be used by our clients with disabilities will accessing our services.

## 4. USE OF SERVICE ANIMALS AND SUPPORT PERSONS:

We are committed to welcoming 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 will also ensure that our staff, volunteers and foster parents 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 KHCAS'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.

Fees will not be charged for support persons who accompany our clients.

## 5. NOTICE OF TEMPORARY DISRUPTION:

KHCAS will provide clients 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, the anticipated duration and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances and service counters on our premises. A sample of this notice is attached as appendix A.

## 6. TRAINING:

KHCAS will provide training to all of our staff, volunteers and foster parents who

work with the public and all those who are involved in the development and approvals of client service policies, practices and procedures.

This training will be provided no later and 30 days after staff, volunteers and foster parents commence their duties and on an ongoing basis when changes are made to these policies, practices and procedures.

Training will include the following;

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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;
- what to do if a person with a disability is having difficulty in accessing our services
- our policies and procedures relating to the customer service standard.

## **7. FEEDBACK PROCESS:**

The ultimate goal of KHCAS is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those are expectations are being met are welcomed and appreciated.

Feedback regarding the way we provide service to people with disabilities can be made via email, by completing the feedback form (appendix B) or verbally. All feedback will be directed to the Human Resources Department and will be responded to within two (2) business days from the date the feedback is received.

## **8. MODIFICATIONS TO THIS POLICY:**

We are committed to developing client 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 KHCAS that does not respect and promote the dignity and interdependence of people with disabilities will be modified or removed.

## **9. QUESTIONS ABOUT THIS POLICY:**

This policy exists to achieve service excellence to clients with disabilities. If anyone has a question about this policy, or its purpose, please contact the Human Resources Department.



Appendix A

**NOTICE OF SERVICE DISRUPTION**

Dear Clients:

The \_\_\_\_\_ will be out of service from \_\_\_\_\_  
to \_\_\_\_\_ for \_\_\_\_\_.

We have made arrangements for alternate access through  
\_\_\_\_\_ during this period.

We apologize for any inconvenience this may cause. If you have any  
questions or concerns please contact \_\_\_\_\_.

Thank you for understanding and patience.



Appendix B

**ACCESSIBILITY FOR ONTARIANS DISABILITY ACT, 2005  
CLIENT FEEDBACK FORM**

Kawartha Haliburton Children's Aid Society values all of our clients and strives to meet everyone's needs. Your feedback on how we provided service to meet your needs is important to us. Please tell us about your service by completing the information below:

**DATE OF SERVICE:** \_\_\_\_\_

1. Did we respond to and meet your service needs today?  
Yes   
No   
Somewhat

Comments:

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2. Was our client service provided to you in an accessible manner?  
Yes   
No   
Somewhat

Comments:

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3. Did you have any problems accessing our services?  
Yes   
No   
Somewhat

Comments:

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Feedback will be responded to within two (2) business days of receipt. We would appreciate the opportunity to discuss further with you as well as provide you with a response. If this is okay with you, please provide your contact information:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Feedback can be directed to KHCAS by:

Mail:  
1100 Chemong Road  
Peterborough, Ontario

Via email:

By Phone: 705-743-9751