

RICHVIEW COMMUNITY CARE SERVICES CORPORATION
ACCESSIBLE CUSTOMER SERVICE PLAN
PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES
NOVEMBER 2011
(Updated December 2014)

Richview Community Care Services Corporation (RCCSC) is committed to safety and excellence in serving all our clients, their caregivers and families including people with disabilities.

Assistive Devices

We will ensure that our staff and volunteers are trained and familiar with the most common various assistive devices (such as; wheelchairs, walkers and oxygen tanks) that may be used by clients with disabilities to ensure the safest access while utilizing our programs and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability (every situation is different and depends on individual needs; we will ask our client how best communicate with them).

Service Animals

People with disabilities and their service animals are allowed in the parts of our premises that are open to our clients, their caregivers and families.

Support Persons

The support person who accompanies a person with disabilities will have the same access as the client and the client will be allowed to have that person accompany them to our programs and services. Program fees by our agency will not be charged for support persons. Program fees will be identified in advance to the client from third party providers that would apply to a support person in attendance.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to any of our services and/or programs or the facilities at any of our locations, RCCSC will notify our clients with disabilities promptly. A clearly posted notice will include information about the

reason for the disruption, its anticipated length of time, and a description of alternative facilities, services and/or programs, if available.

The notice will be posted at applicable program and service site staff offices.

Training for Staff

RCCSC will provide training to employees, volunteers and students and others who deal with the public, clients, caregivers and/or their families or other third parties on their behalf. The training will include:

- An overview of the Accessibility for Ontarians With Disabilities Act, 2005 and the requirements of the customer service standard
- Richview Community Care Services Corporation 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 equipment and devices (wheelchairs, lifts and other devices on-site or otherwise that may help with providing programs and services to people with disabilities)
- What to do if a person with a disability is having difficulty accessing any of RCCSC's programs and services

Individuals in the following positions will be trained:

Care Managers, Personal Support Workers, Students, Administrator and Directors.

This training will be provided to new staff during their agency orientation process. Staff will also be trained when changes are made to our plan.

Feedback Process

Clients, caregivers and their families and the public who wish to provide feedback to RCCSC on the way the agency provides programs and services for people with disabilities can do so by e-mail (lmudie@richviewresidence.org); by telephone at 647-344-2734 mailbox #3; in person at our Admin office at 1540 Kipling Avenue,

TO, ON, M9R 4C6, to any RCCSC staff; by feedback card and suggestion box located in: “the link” area of the Richview Residence.

All feedback will be directed to the Executive Director of Richview Community Care Services Corporation, Lisa Mudie.

Those providing feedback can expect to hear back within 7 business days.

Complaints will be addressed according to our agency’s complaint management procedures.

Modifications to this or other policies

Any policy of Richview Community Care Services Corporation that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

This plan will be offered in large font format. It will be available at the Admin office and available on our website (www.rccsc.org).