

# Accessible Customer Service Plan

---

Oshawa Senior Community Centres (OSCC 55+) is committed to providing exceptional and accessible service for its customers.

All goods and services provided by OSCC 55+ shall follow the principles of dignity, independence, integration and equal opportunity.

## **Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by OSCC 55+.

## **Communication**

OSCC 55+ will communicate with people with disabilities in ways that take into account their disability.

## **Service Animals**

OSCC 55+ welcomes people with disabilities and their service animals. Service animals are allowed on the parts of OSCC 55+ premises that are open to the public.

## **Support Person**

If a support person accompanies a customer with a disability, OSCC 55+ will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

OSCC 55+ will notify customers if a fee is charged to a support person for admission to an OSCC 55+ event, through a notice posted on our premises and in any event promotional material.

## **Notice of Temporary Disruption**

In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use OSCC 55+ goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible however, OSCC 55+ will notify customers promptly. This clearly posted notice will include reasons for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

The notice will be placed in any and all appropriate communication means, which may include our premises, our website and a message on our phone system.

### **Training for Staff**

OSCC 55+ will provide training to all employees, volunteers and others who deal with the public or other third parties that act on their behalf.

Training will be provided to staff upon new hire orientation, revised training will be provided in the event of changes to legislation, procedures and/or practices.

Training will include:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - o use assistive devices;
  - o require the assistance of a guide dog, service dog or other service animal; or
  - o require the use of a support person (including the handling of admission fees).
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- OSCC 55+ policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities

### **Feedback Process**

Customers who wish to provide feedback on the way OSCC 55+ provides goods and services to customers with disabilities can:

- Submit an email to [info@oscc.ca](mailto:info@oscc.ca) Subject "Accessibility"
- Through mail to the attention of the Executive Director at 43 John St. West, Oshawa, ON L1H 1W8
- Through telephone to OSCC 55+ at 905-576-6712
- Verbally to any OSCC 55+ staff

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.