



ESS Support Services
Accessibility for Ontarians with Disabilities Act (AODA), 2005
Accessibility Standards for Customer/Client Service
March 2018

ESS Support Services is committed to safety and excellence in serving all our clients, their caregivers and families including people with disabilities.

Our accessible customer/client service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive Devices

We are committed to accommodating people with disabilities who use assistive devices in order for each individual to be able to obtain, use or benefit from our services.

Communication

We are committed to communicating with people with disabilities in ways that take into account their needs and abilities.

Service Animals

We are committed to welcoming people with disabilities who are accompanied by their service animal on the parts of our premises that are open to our clients, their caregivers and families.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. While on our premises, people with disabilities will always have access to their support person. No program fees will be charged for support persons.

Notice of Temporary Disruption

We are committed to providing all customers/clients, including people with disabilities, with notice in the event of a planned or unexpected disruption in the facilities or services. Notifications will be prompt, clearly posted and include the following information: reason for the disruption, its anticipated length of time, and a description of alternative facilities, services and/or programs, if available.

Training for Staff

ESS Support Services will provide orientation and training to employees, volunteers and students and others who deal with the public, ESS 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 (AODA), 2005 and the requirements of the customer service standard
- ESS Policies and Procedures on AODA Accessibility Standards
- Interacting & communicating with people with various types of disabilities
- How to interact with and support 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 accessing any of ESS Support Services' programs and services

Feedback Process

Clients, caregivers and their families and the public who wish to provide feedback on the way ESS Support Services provides programs and services for people with disabilities can do so by e-mail (agency@esssupportservices.ca); telephone (416-243-0127); in person at any of our program sites to any ESS staff; feedback card and suggestion box.

All feedback will be directed to the Chief Executive Officer (CEO).

Those providing feedback can expect to hear back within 5 business days.

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

Modifications to this or other policies

Any policy of ESS Support Services 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 format, will be posted at all ESS program and services sites, available on all agency vehicles and on our website (www.esssupportservices.ca).