

Providing Goods and Services to People with Disabilities

The Children's Aid Society of Algoma is committed to excellence in serving all customers including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by other means – e.g. email, if telephone communication is not suitable to their communication needs or is not available.

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 are committed to welcoming people with disabilities who are accompanied by a support person.

Notice of temporary Disruption

The Children's Aid Society will provide customers 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, its anticipated duration, and when necessary, appropriate alternative services will be provided.

Feedback Process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, in writing, or by delivering an electronic text by e-mail or on diskette or otherwise.

All feedback may be provided directly to the Assistant to the Executive Director at the Children's Aid Society of Algoma.

All documents related to the Customer Service Standard are available upon request and will be provided in the most appropriate format.