

ACCESSIBLE CUSTOMER SERVICE PLAN

Effective January 1, 2012

Community Living Peterborough is committed to excellence in serving customers including people with disabilities.

Assistive Devices:

Community Living Peterborough ensures that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication:

Community Living Peterborough will communicate with people with disabilities in ways that take into account their disability.

Service Animals:

Community Living Peterborough welcomes people with disabilities and their service animals. Service animals are allowed on the parts of Community Living Peterborough's premises that are open to the public.

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Community Living Peterborough's premises.

Community Living Peterborough will notify customers if a fee is to be charged to a support person for admission to a Community Living Peterborough event, through a notice posted on our premises and in any event promotional material.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Community Living Peterborough will notify customers promptly. This clearly posted notice will include information about the reason 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 on our premises, our external public website, and a message on our phone system.

Training for Staff:

Community Living Peterborough will provide training to all employees, volunteers and others who deal with the public or other third party on their behalf.

This training will be provided to staff upon new hire orientation.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- Community Living Peterborough's 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 assistive devices or require the assistance of a service animal or a support person.
- The procedures for the use of assistive devices, including stair lifts.
- What to do if a person with a disability is having difficulty accessing Community Living Peterborough's goods and services.

Staff will also be trained when changes are made to this plan.

Feedback Process:

Customers who wish to provide feedback on the way Community Living Peterborough provides goods and services to people with disabilities can:

- submit an email to accessibility@communitylivingpeterborough.ca,
Subject: "Accessibility"
- through postal mail to the attention of the Chief Executive Officer at 223 Aylmer Street, Peterborough, Ontario, K9J 3K3
- phone call to Community Living Peterborough at 705-743-2411
- verbally to any Community Living Peterborough staff

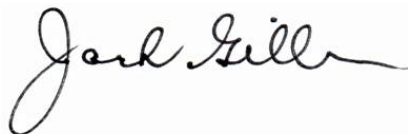
All feedback will be directed to the Chief Executive Officer.

Customers can expect to hear a response within 5 business days.

Complaints will be addressed according to Community Living Peterborough's regular complaint management procedures.

Modifications to this or other policies:

Any policy of Community Living Peterborough that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.



Chief Executive Officer