



# ACCESSIBLE CUSTOMER SERVICE PLAN

**Providing Goods and Services to People with Disabilities**

Reviewed biennially by: HEALTH, SAFETY & RISK COMMITTEE

Revision Dates:

2011 10 01	2015 01 12	2021 02 26	
2012 08 21	2016 07 26		
2013 01 30	2017 02 28		
2014 01 17	2019 10 28		

Approved by: 

Executive Director



# ACCESSIBLE CUSTOMER SERVICE PLAN

## MISSION

Pathways Health Centre for Children will deliver defined services to children, youth and young adults with physical, developmental and communication needs, to help them achieve their potential for a better quality of life.

## VISION

Supporting children, youth and young adults to achieve their potential through effective partnerships

## WE VALUE:

- Partnering with our clients, their families and our community.
- Advocating for our clients.
- Respecting the individuality, diversity and dignity of our clients, their families, our staff and volunteers.
- Team work
- Nurturing an inclusive community.
- Educating in an open learning environment.
- Recognizing the roles and contributions of our clients, their families, our staff and volunteers.
- Supporting opportunities that encourage health, well-being and self-esteem.

Pathways Health Centre For Children is committed to excellence in serving all customers including people with disabilities.

Pathways policy reference:

- [Human Rights](#)
- [Access to Inclusive Services](#)

## Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Pathways has access to trained staff on site who can assist us in this area if a customer identifies that they require support.

## Communication

We will communicate with people with disabilities in ways that take into account their disability. If a customer identifies a barrier to providing or receiving Pathways information, we will work together with them to identify a solution. Customers are encouraged to contact our front desk receptionist, who will direct them to the appropriate staff member for support.

Pathways policy reference:

- [Invoicing for Services](#)

## Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.



## ACCESSIBLE CUSTOMER SERVICE PLAN

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor confirming that the animal is required for reasons relating to the disability.

### Support Persons

A person with a disability, when accompanied by a support person, is welcome to have that person accompany them on our premises. If the support person is providing one-on-one support to the individual while involved in a program at Pathways, Pathways has the right to ask the support person for proof of his/her qualifications and can require the support person to meet a minimum standard of qualifications, as appropriate and specific to the requirements of the program.

E.g., A support person who accompanies a client one-on-one during a summer program at Pathways may be required to have one or more of the following:

- Recent Vulnerable Sector Police Check
- Two-step Mantoux Check
- AODA Customer Service Training
- Additional orientation training, as it relates to the specific program

Fees will not be charged for support persons for admission to any Pathway's programs, when they are accompanying and supporting someone with a disability. We will notify clients / families of this through our program registration process.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers or clients with disabilities, Pathways will notify customers and clients / families, promptly.

This includes:

- Disruption in Therapy services
- Disruption in Aquatic Services
- Centre closure due to inclement weather or emergencies

Customers, clients / families will be informed by phone, or by way of our website ([www.pathwayscentre.org](http://www.pathwayscentre.org)). If the Centre is closed due to inclement weather, customers, clients / families can check our website, our Facebook page, or enquire by calling Pathways and listening to our automated voicemail message. It may include information about the reason for the disruption, the anticipated length of time, and a description of alternative facilities or services, if available.

### Training for Staff

Pathways provides Customer Service training to all employees and volunteers. Customer Service training is a mandatory part of our orientation process. The Pathways Accessibility Officer is connected to the City of Sarnia's Accessibility Advisory Committee (SAAC) to support Pathways ongoing compliance with AODA legislation and to ensure that the needs of Pathways clients are addressed in the community.

Every Pathways employee and volunteer receives training that includes:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the requirements of the customer service standard
- Pathways Accessible Customer Service Plan.
- 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



## ACCESSIBLE CUSTOMER SERVICE PLAN

- What to do if a person with a disability is having difficulty in accessing Pathways goods and services

Staff and volunteers who use equipment such as the ceiling track lift systems, are provided with specific training on how to use this equipment.

Staff are also given additional training when changes are made to our Accessible Customer Service Plan.

### Feedback Process

Pathways welcomes feedback, both comments and complaints, from our customers, clients / families.

We encourage all customers, clients / families to address any complaints directly with the staff member providing the service. If your complaint is not fully addressed to your satisfaction or if you would prefer to speak directly to a manager or the Executive Director, please complete our [on-line form](#) or call (519) 542-3471 extension 297.

The on-line form can be accessed from our website at: [www.pathwayscentre.org/](http://www.pathwayscentre.org/).

Our Family Engagement Coordinator is also available to provide support to parents of clients on the caseload regarding the complaint process at Pathways. The Family Engagement Coordinator will explain all options to the parent regarding their individual situation. The Family Engagement Coordinator can be contacted through Pathways' reception.

Customers can expect to hear back within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Pathways policy reference:

[Complaints](#)

### Additional Information

Pathways has been completing annual Accessibility Plans since 2001 to enhance access to our Centre and services.

To review our Accessibility Plan, please visit our website [www.pathwayscentre.org](http://www.pathwayscentre.org).

For further details about our plan or if have any questions or concerns about accessibility issues at Pathways Health Centre for Children, please contact:

Pathways Accessibility Officer  
(519) 542-3471 extension 262  
[kmcclintock@pathwayscentre.org](mailto:kmcclintock@pathwayscentre.org)