



NEW
CANADIANS
CENTRE
PETERBOROUGH

New Canadians Centre Peterborough

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Accessible Customer Service Plan for the New Canadians Centre Peterborough	Revised: May 2014
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	May 6, 2014

Accessible Customer Service Plan for the New Canadians Centre Peterborough

Providing Services to People with Disabilities

The **New Canadians Centre Peterborough** (NCCP, also referred to as “We” for the purposes of this document) is committed to excellence in serving all customers including people with disabilities.

1.0 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.

2.0 Communication

We will communicate with people with disabilities in ways that take into account their disability.

3.0 Service animals

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

Everyone Welcome!





4.0 Support persons

A person with a disability who is accompanied by a support person will be encouraged to have that person accompany them on our premises.

5.0 Notice of temporary disruption

For customers with disabilities at the Peterborough and Cobourg office locations, in the event of a planned or unexpected disruption to services or facilities, the **NCCP** 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 on the main door of the offices.

6.0 Training for staff

NCCP provides training to employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to staff within 3 months of hiring through the document called: “**NCCP**’s Accessibility Standard: Training guide for New Canadians Centre employees” and this Accessible Customer Service Plan

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **NCCP**’s 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
- Where to find large print documents (client intake form, etc.)
- What to do if a person with a disability is having difficulty in accessing the **NCCP**’s **Peterborough**’s services

Staff will also be trained when changes are made to the accessible customer service plan.



7.0 Feedback process

Customers who wish to provide feedback on the way the **NCCP** provides services to people with disabilities can contact any employee of the organization through email, phone or personally. All feedback will be directed to the Executive Director. Customers can expect to hear back in 14 days. Complaints will be addressed according to our organization's regular complaint management procedures.

8.0 Modifications to this or other policies

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

