



The Wexford Residence Inc.

ACCESSIBLE CUSTOMER SERVICE PLAN FOR THE WEXFORD

January 2012

OUR COMMITMENT

In fulfilling our vision to be champions for enhancing the quality of life The Wexford strives to respect the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunities to access and benefit equally from all of our goods and services, in the same place, and in the same manner or similar manner as others.

This commitment applies equally to all members of the Wexford community, including employees, physicians, volunteers, board members, contractors and any others who interact with the public on behalf of The Wexford.

USE OF PERSONAL ASSISTIVE DEVICES:

People with disabilities have the right to use their own personal assistive devices to access goods and services provided by The Wexford, unless there is an associated risk to the person with the disability or any other person when using the device. We will ensure that our staff is trained and familiar with various assistive devices that may be used while accessing our services.

COMMUNICATION:

All members of The Wexford community communicate with persons with a disability in a manner that takes into consideration the person's disability; enabling the persons with disabilities to communicate effectively for the purposes of using our goods and services. Communication includes the process of providing, sending, receiving and understanding information.

The Wexford promotes independence and enables access to all goods and services by using assistive devices or communication services to change the usual method of communication, if necessary. The following are various methods that are used to optimize communication for persons with a disability:

- Large print materials
- Graphic and written signage

USE OF GUIDE DOGS AND SERVICE ANIMALS:

People with disabilities have the right to be accompanied by their guide dog or service animal to enable independence in accessing goods and services while on The Wexford premises. Accommodation will be made for service animals taking into consideration the safety of others and laws that exclude service animals. If a service animal is excluded by another law, other measures will be provided to ensure that the person with a disability is able to access goods and services.



The Wexford Residence Inc.

USE OF A SUPPORT PERSON:

People with a disability who are accompanied by a support person have the right to have access to that support person while at The Wexford. This access is to assist them with communication, mobility, personal care or medical needs to enable access to goods and services provided by The Wexford.

A support person may be a regulated health professional or unregulated person such as a family member, volunteer or friend. This policy on the use of support persons, regulated or unregulated, acknowledges the need to ensure confidentiality and adhere to The Wexford's Policies and Procedure. As such, support persons are expected to sign The Wexford's confidentiality agreement, and review and agree with the various Policies and Practises. Where required, the support person will be asked to identify the disability-related service(s) he/she provides.

TEMPORARY SERVICE DISRUPTIONS:

The Wexford provides notice to all people that rely on and access goods and services at The Wexford in the event of a temporary disruption to the facilities or services.

The notice of disruption includes:

- Reason for disruption
- Anticipated duration
- Description of alternative facilities or services that are available

Examples of when notices are provided include:

- Reduced entrance/exit access due to construction, maintenance or outbreak of illness
- Reduced access to assistive devices due to maintenance, equipment malfunction, theft or other reasons
- Elevators closed due to maintenance

The Wexford is committed to ensuring that these communications are made accessible to people with disabilities. The information is posted at a conspicuous place on our premises, on the website or by other methods as necessary to meet identified communication needs.

TRAINING AND EDUCATION FOR STAFF:

All members of The Wexford community, including staff, volunteers, physicians, board members, contractors and others who interact with the public or other third party on behalf of The Wexford will receive training on providing customer service to people with disabilities.



The Wexford Residence Inc.

Training will be provided based on individuals' needs and duties within the Wexford and as soon as is practical after they are assigned the applicable duties. Training may be in the form of a group session, a brochure, a web-based training module and/or as a component of orientation.

Training and education includes:

- The purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of 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 who require the assistance of a service animal or support person;
- How to access equipment made available by The Wexford to help people with disabilities access goods and services;
- What to do if a person with a disability is having difficulty accessing the Wexford's goods and services; and
- The Wexford's policies, practices and procedures relating to the customer service standards.

PROCESS FOR PROVIDING FEEDBACK:

Feedback and comments on the quality of goods and services The Wexford provides to people with disabilities are welcome and appreciated. All feedback will be reviewed and responded to.

Any person can contact The Wexford with their questions, comments or concerns via email, telephone, in writing, in person or using any other method.

NOTICE OF CUSTOMER SERVICE STANDARD POLICIES, PRACTICES AND PROCEDURES:

The Wexford ensures that all policies, practices and procedures related to the customer service standard are available upon request. The documents are provided in a manner that takes into account a person's disability.

Notification that policies, practices and procedures related to the customer service standard exist is communicated through our web-site and the printed information. If required the policies, practices and procedures can be provided verbally by members of the Wexford team.

The Policy for Providing Accessible Service for People with Disabilities is found in The Wexford's Policy and Procedure Manual, Administration & Human Resources: Section- The Organization: Policy # 3.15.