



CANADIAN COUNCIL *of* CHRISTIAN CHARITIES  
ADVANCING MINISTRY TOGETHER

## **ACCESSIBLE CUSTOMER SERVICE PLAN**

*PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES*

The Canadian Council of Christian Charities (CCCC) is committed to excellence in serving all customers, including people with disabilities.

### **(I) GENERAL PRINCIPLES**

CCCC will use reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- 1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.**
- 2. People with disabilities will benefit from the same services, in the same place, and in the same or similar way as other customers or clients, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.**
- 3. Customers and clients with disabilities will not have to accept lesser quality or more inconvenience in the goods and services that we provide.**

### **(II) COMMUNICATION**

CCCC will consider a person's disability when providing, sending, receiving, and understanding information. We will strive to communicate in a respectful and effective manner. Depending on the person's needs, we will make our communication more accessible by

- adjusting the original communication;
- changing the usual method of communication;
- using assistive devices.

### **(III) PERSONAL ASSISTIVE DEVICES AND OTHER ASSISTIVE MEASURES**

CCCC permits the use of personal assistive devices and other assistive measures when accessing our services or participating in our programs. Such devices include, but are not limited to

- wheelchairs;

- walkers;
- oxygen tanks;
- magnification devices.

CCCC will respect the dignity of people who use assistive devices by not touching such equipment without permission. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers and clients with disabilities while accessing our goods or services.

#### **(IV) SERVICE ANIMALS AND SUPPORT PERSONS**

CCCC welcomes animals and support persons accompanying people with disabilities in all areas of our premises that are open to the public or third parties with the exception of our kitchen where animals are not permitted for health and safety reasons. When booking facilities to host our regional seminars and conferences, we will make every effort to ensure that service animals and support persons are welcome on those premises as well.

Support persons accompanying people with disabilities will not be charged an admission fee to attend our conferences, seminars, or other programs; however, they will be charged the usual meal fee should they choose to dine at the event. We will ensure that information for support persons is provided in advance of all programs wherever possible.

#### **(V) DISRUPTIONS IN SERVICE**

CCCC will provide a notification of disruption for any location, technology, or method that a person with a disability must use in order for our goods or services to be accessible to them. This includes, but is not limited to, disruptions for online services and washroom facilities.

We will provide notice of all disruptions, including those that we did not expect. If we know ahead of time that a disruption will occur, we will provide notice a reasonable time in advance. When a disruption occurs unexpectedly, we will provide notice as soon as possible. This clearly posted notice will include

- the reason for the disruption;
- the anticipated length of time of the disruption;
- a description of alternative facilities or services, if available.

Depending on the circumstances, the notice will either be e-mailed to members, posted on our website, and/or placed at the entrance to the location or service that is inaccessible.

#### **(VI) FEEDBACK PROCESS**

Customers and clients who wish to provide feedback on CCCC's accessible customer service can contact CCCC by e-mail, at [mail@cccc.org](mailto:mail@cccc.org), or phone, at 519-669-5137.

All feedback will be directed to Chris Hall, Manager, Human Resources. Customers can expect a response within 14 days. Complaints will be addressed according to our organization's regular complaint management procedures.

## **(VII) STAFF TRAINING**

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

Training will include

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- CCCC's plan related to the customer service standard;
- tips for interacting and communicating with people with various types of disabilities;
- tips for interacting with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- guidance for assisting people with disabilities who are having difficulty accessing CCCC's goods and services.

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

## **(VIII) MODIFICATION TO THIS OR OTHER POLICIES**

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