

**COMMUNITY CARE PETERBOROUGH****Standards Policies and Procedures**

Policy Name: Accessible Customer  
Services Standards

Policy Number: ADM-7-20  
Date Approved: April 20, 2016  
Date Reviewed:

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**SCOPE** All staff, volunteers and students

**RATIONALE** To ensure compliance with Accessibility for Ontarians Disability Act (AODA)

**POLICY** Community Care Peterborough is committed to providing people with disabilities the equal opportunity to access our programs and services.

Community Care Peterborough will provide accessible services to people with disabilities, respecting the core principles of independence, dignity, integration and equal opportunity.

Approved: Alan Cavell  
(Signature – Board President)

Date: June 29, 2016

**PROCEDURES**

1. Community Care Peterborough (CCP) will make every reasonable effort to communicate with people with disabilities in ways that take into account their disability. CCP will make every reasonable effort to offer various methods of communication and agree upon an acceptable alternative to meet our client's needs.
2. CCP will welcome persons with disabilities who are accompanied by a support person or a service animal. Attendant fees will not apply, however service fees would be the attendant's responsibility.
3. CCP will make every effort to accommodate anyone who uses an assistive device(s) to access services on CCP premises or at CCP programs.
4. CCP will post a written notice on our website and in conspicuous location of any temporary disruptions of services / programs at any CCP locations. The notice will include the reason and duration of the disruption (if known) as well as any alternatives available to continue with services.
5. CCP will provide Emergency Procedures in accessible format (or communication supports) upon request.

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6. CCP will provide access to an AODA Feedback form on our website to provide opportunity for feedback on their experience of receiving services from CCP. In addition, the Feedback Form will be available in hardcopy at all CCP locations.
  7. Completed feedback forms will be received and reviewed by the Accessibility Committee. Any trends identified from the feedback will be identified to the Continuous Quality Improvement (CQI) Committee. Feedback received electronically will be forwarded to the chair of the Accessibility Committee and copied to Executive Director and Director of Support Services.
    - The individual completing the Feedback Form will receive an email or telephone call acknowledging the receipt of their submission and timelines for a formalized reply once Accessibility Committee has reviewed.
  8. CCP will provide training to all staff, volunteers and students in providing accessible client service.

Approved: OBulan  
(Signature – Executive Director)

Date: June 29, 2016

Reference: CCP Guidelines for the Delivery of Accessible Customer Service  
AODA Feedback Form  
Accessibility Policy and Multi-Year Plan (ADM-7-10)