WCWC Walkerton Clean Water Centre
An agency of the Government of Ontario

CWAE Centre de Walkerton pour l'assainissement de l'eau
Un organisme du gouvernement de l'Ontario

# Customer Service Policy Statement:
## Providing Goods and Services to People with Disabilities

### 1. Our vision

The vision of the Centre is to create a world-class institute dedicated to safe and secure drinking water for the people of Ontario.

### 2. Our commitment

In fulfilling our vision, Walkerton Clean Water Centre (Centre) strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### 3. Providing goods and services to people with disabilities

The Centre is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### 3.1 Communication

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

We will train staff and trainers who communicate with customers on how to interact and communicate with people with various types of disabilities.

### 3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by Bell Relay services if regular telephone communication is not suitable to their communication needs. If customer's preference is to communicate by e-mail the Centre also provides this form of communication.

### 3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. 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.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: automatic door access and Bell Relay services.

### 3.4 Training

We are committed to providing accessible training manuals to all of our customers. For this reason, training manuals will be provided in the following formats upon request: hard copy, large print, on-line.

We will answer any questions customers may have about the content of the training manuals in person, by telephone or e-mail.

## 4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Centre's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to the Centre's training, seminars & public events. Customers will be informed of this by a notice that will be posted on the Centre's website.

## 5. Notice of temporary disruption

The Centre will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and reception area on our premises.

## 6. Training for staff

Walkerton Clean Water Centre will provide training to all employees, trainers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

All positions require training, for example, reception, trainers, managers etc.

This training will be provided one week after staff commences their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 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 an assistive device or require the assistance of a service animal or a support person
- How to locate and use the automatic door access and Bell Relay Service.
- What to do if a person with a disability is having difficulty in accessing the Centre's goods and services
- The Centre's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

**7. Feedback process**

The ultimate goal of the Centre is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Centre provides goods and services to people with disabilities can be made by e-mail or verbally. All feedback will be directed to Linda Thompson, Manager, Planning & Management Services. Customers can expect to hear back within 2 business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

**8. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

**9. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Linda Thompson, Manager, Planning & Management Services of the Centre.