

## **Accessibility & Customer Service Standards**

Throughout the agency, Community Living Cambridge (CLC) is committed to ensure that the range of services, supports and program opportunities to individuals, and access to such services, including environments, employment practices, information and communication sharing follow the legislative expectations and requirements as outlined under the Accessibility for Ontarians with Disabilities Act (AODA) established in 2005.

Some examples of how CLC strives to provide accessible services are:

### **Communication**

CLC will communicate with people with disabilities in ways that take into account their disability and be prepared to respond employing a variety of media choices that respects the individual's specific needs and accommodation requirements.

### **Use of Service Animals and Support Persons**

CLC welcomes people with disabilities who are accompanied by a service animal. Service animals are allowed into those parts of our physical environments that are open to the general public unless the animal is otherwise excluded by law. If this is the case CLC will arrange alternative measures to respond to the person ensuring they may still receive services or supports.

Individuals with disabilities who are accompanied by a support person will be allowed to have that support person accompany them on our premises. Generally, CLC will not charge an admission fee to a support person accompanying an individual with an established need. If a particular event requires a fee to be paid by any and all persons attending, a notice to that effect will be communicated to the person(s) affected.

### **Assistive Devices**

CLC encourages and supports individuals to use any assistive devices (ex: wheelchair, cane, walker, listening device etc.) as part of their daily routine while participating with agency services.

## **Training**

Employees of CLC are hired to provide care and support to individuals with a developmental disability. Employees have received the training, orientation, background and expectations with regard to accessibility and disability issues.

## **Notice of Temporary Disruption**

Individuals will be provided with notice in the event of a planned disruption in the facilities or services usually used by people with disabilities. This notice will include the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if available. The notice may be written; and placed at public entrances to our premises or provided to customers by hard copy or Email; or may be verbal, and conveyed in person, or by telephone. In the event of an unexpected disruption, social media, local radio stations, and email will be used to inform the people impacted.

## **Feedback**

During the course of your involvement with CLC, it's services and employees and have comments, suggestions or feedback regarding accessibility issues or difficulties, please discuss these with the manager or staff of the specific program location that impacts you.

For anyone who experiences disability challenges when engaged with Community Living Cambridge the manager of the site or location is available upon request to meet and discuss the issue, with a goal to resolve the difficulty.

All other feedback regarding accessibility items may be forwarded to our main office:

Phone: 519-623-7490

Fax: 519-740-8073

Email: (do we have a general inquiry email and who monitors it?)

Mail: Community Living Cambridge

160 Hespeler Rd., Cambridge, ON N1R 6V7