



## **Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standards at CHATS**

CHATS is 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 clients.

To ensure support for and compliance with the Customer Service Standards as set out in the Accessibility for Ontarians with Disabilities Act (AODA), CHATS will provide accessible service to people with various kinds of disabilities, respecting the core principles of independence, dignity, integration and equal opportunity.

### **CHATS AODA Customer Service Policy... Our commitment to our clients/customers:**

CHATS will make every reasonable effort to communicate with people with disabilities in ways that take into account their disability. CHATS Staff and Volunteers will make every reasonable effort to provide a suitable method of communication that is agreed upon with the customer/client.

CHATS is committed to welcoming people with disabilities who are accompanied by a support person or a service animal. A support person will be permitted to attend without charge where attendance or program fees exist. Lunch is not provided to support persons who attend at Adult Day Programs or Lunch Out/ Wellness programs.

CHATS will make every effort to accommodate any persons who use an assistive device to access goods and services on CHATS' premises or at CHATS' programs.

CHATS will post a written notice on our website and in a conspicuous location if there are any temporary disruptions of services/programs at any CHATS locations. The notice will include details of the reason and duration of the disruption (if known) as well as any alternatives available to continue with service.

CHATS will provide Emergency Procedures in accessible format (or with communication supports) upon request.

CHATS will provide a written feedback form on our website as well as a paper form at all CHATS locations for consumers to provide feedback on their experience of receiving services from CHATS.

CHATS will provide clients with disabilities the opportunity to request reasonable accommodation to be able to fully participate in programs and services. Reasonable accommodation will be granted based on resources available and CHATS operational requirements.

CHATS will provide training to all staff and volunteers who deal with clients/ customers in providing accessible customer service. The following link provides an excellent training video that outlines various methods for providing accessible customer service to people with various types of disabilities:

<http://www.chats.on.ca/VolunteerTraining>

If you have any questions, or require further information, please contact Christine McGregor, Human Resources Coordinator at (905) 713 3494 or [cmcgregor@chats.on.ca](mailto:cmcgregor@chats.on.ca)