

Accessible Customer Service Policy

Providing Goods, Services or Facilities to People with Disabilities

The UHC Hub of Opportunities of Windsor is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

Communication

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

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario



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Charitable Registration No.
11927 5485 RR 0001

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

explain why the animal is excluded

discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

Notice Of Temporary Disruption


In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (entrances, washrooms, computers, workstations), The UHC Hub of Opportunities will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all entrances and the Resource Centre.

Training


The UHC Hub of Opportunities will provide training to all employees and volunteers, anyone involved in developing our policies and anyone who provides goods, services or facilities to customers on our behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The UHC Hub of Opportunities plan related to 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 use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing The UHC Hub of Opportunities goods, services, or facilities
- Staff will also be trained when changes are made to our accessible customer service policies.

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Feedback Process

Customers who wish to provide feedback on the way The UHC Hub of Opportunities provides goods, services, or facilities to people with disabilities can use either email, suggestion box or The UHC Hub of Opportunities web site.

All feedback, including complaints, will be forwarded to Human Resources. Customers can expect to hear back in 7 business days.

Notice of Availability of Documents

The UHC Hub of Opportunities shall notify clients that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the client's disability. Notification will be given by posting the information in the UHC Hub of Opportunities' reception area and the UHC Hub of Opportunities website.

Modifications to this or Other Policies

Any policy of The UHC Hub of Opportunities that does not respect and promote the dignity, independence, integration, and equal opportunity of people with disabilities will be modified or removed.



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