



JobStart Customer Service Accessibility Policy (AODA Ontario)

Updated June 30 2016

Objective: JobStart is committed to excellence in serving all customers including people with disabilities. The organization is dedicated to providing equitable and quality standards of services that can be accessed in a manner that respects the dignity and independence of people with disabilities. All JobStart customers are valued.

Policy: JobStart ensures it provides people with disabilities the same opportunity to access our services and to benefit from the same services in ways similar to other customers. The Organization's policies, practices and procedures are based on the four underlying principles of the **Accessibility for Ontarians with Disabilities Act, 2005**, ("AODA") including dignity, independence, integration and equal opportunity. This is in keeping with JobStart's mission "to provide dynamic career services to achieve employment success". All members of our organization will be trained on accessible customer service and how to interact with people with different disabilities.

JobStart's Commitments:

A. Communication: Communication is an integral part of our customer service commitment. JobStart is dedicated to making reasonable efforts to take into account a customer's specific needs when communicating with them. It clearly understands that communication styles vary and not all persons with the same disability use the same communication modalities. Therefore, JobStart has made every effort to ensure that employees take this into consideration and, when unsure, to always ask customers how best to communicate with them.

JobStart has committed to training all employees on the various communication styles and how best to interact with all customers with all types of disabilities. This includes, but is not limited to, the following:

- Communicating with customers in person
- Communication with customers over the phone and those who may use Bell Relay Services
- Communication through email or other electronic means

- Communication with customers who use assistive devices
- Communications which are clear and easy to understand

B. Service Animals and Support Persons: JobStart is committed to ensure all customers who are accompanied by service animals or support persons are able to access our premises that are open to the public. Employees have received training on how best to interact with people with disabilities who are accompanied by a service animal or support persons. JobStart may ask the customer to provide documentation from a regulated health professional confirming that person needs for the service animal for reason relating to their disability.

C. Support Persons: In certain cases, JobStart might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, JobStart will consult with the person with the disability to understand their needs; and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

D. Notice of Service Disruptions: JobStart will provide customers with notice in the event of a planned or unexpected temporary disruption in the facilities or services usually used by people with disabilities. This notice will have information on the disruption including the reason, duration, and description of alternative facilities or services, if available. This notice will be placed on the organization's website, at all public entrances and on the recorded telephone message.

E. Staff Training: To make certain services are provided in an accessible manner, JobStart provides training to all employees, volunteers, and others who deal with the public or third parties on behalf of JobStart. New employees and employees returning from leave will receive this training as part of their orientation program. Employees also receive ongoing training on changes to the policies, procedures and practices.

Training includes:

- A review of the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service standard
- How to interact and communicate with persons with various types of disabilities
- How to interact and communicate with persons with disabilities who use assistive devices or are accompanied by support person or service animal
- How to use assistive devices or equipment that is available on JobStart premises.

- Steps to take to assist a customer who is having difficulty accessing our service; and,
- The JobStart policy, procedures and practices.

F. Feedback: As part of JobStart's commitment to provide excellent and accessible customer service, JobStart welcomes the opportunity to receive and have the opportunity to respond to all our customers' feedback. In order to ensure this process is accessible, JobStart accepts feedback in the following ways: In person, by telephone, in writing, and by email. JobStart provides our policy upon request.

Written feedback will be handled in accordance with the JobStart's regular Customer Service Charter policy and procedures. Feedback will be reviewed by JobStart Management and addressed within one month.

This policy is available on the JobStart website and is scalable. It will also be made available in an alternate format upon request and will be provided within a reasonable timeframe once requested. All questions about this policy and requests for alternative formats should be directed to a member of the management team.

G. Documentation: JobStart policies, practices and procedures for providing accessible customer service to people with disabilities are available upon request. We will provide our accessible customer service policy in writing to people who request it, in an accessible format that takes into account his or her disability. Our policy is publically available on our website at www.jobstartworks.org

H. Modifications to this or other policies: Any policy of JobStart that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.