

## **WIL EMPLOYMENT CONNECTIONS \*(WIL)**

**(\*WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre (Herein referenced as WIL)**

### **ACCESSIBLE CUSTOMER SERVICE PLAN**

#### **Providing Goods and Services to People with Disabilities**

**WIL EMPLOYMENT CONNECTIONS (WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre)** is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### **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.

#### **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.

We will notify customers of this through a notice posted on our premises and an Accessibility for Ontarians with Disabilities Act (**AODA**) summary on our website.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **WIL EMPLOYMENT CONNECTIONS (WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre)** 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 in the elevator lobby on the ground floor and on the fourth floor reception doors for WIL.

### **Training for staff**

**WIL EMPLOYMENT CONNECTIONS (WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre)** will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will be provided to all staff and volunteers who provide direct service to any clients (with or without disabilities).

Mandatory training will be provided to current staff and volunteers by the end of January 2012. New employees' training will be included in their Orientation during their first week of employment.

#### ***Training will include:***

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- **WIL EMPLOYMENT CONNECTIONS (WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre)**'s 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.
- Facilitation of accesses to devices located at employment services for persons with disabilities.

- What to do if a person with a disability is having difficulty in accessing **WIL EMPLOYMENT CONNECTIONS (WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre)**'s goods and services.

Staff will also be trained when changes are made to our plan.

### **Feedback process**

Customers who wish to provide feedback on the way **WIL EMPLOYMENT CONNECTIONS (WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre)** provides goods and services to people with disabilities can contact either the normal WIL contact or the Client Services Manager.

All feedback will be directed to the Executive Director or his/ her delegate. Customers can expect to hear back within one week.

Complaints will be addressed according to our organization's regular complaint management procedures.

### **Modifications to this or other policies**

All current and future policies of **WIL EMPLOYMENT CONNECTIONS (WIL Counselling and Training for Employment, WIL Employment and Learning Resources Corporation, and The WIL Skill Centre)** will respect and promote the dignity and independence of people with disabilities.