



**Accessibility Standard  
Customer Service Plan**

St. Joseph's Home Care (SJHC) is committed to providing a respectful, accessible and inclusive environment for all clients, residents, employees and visitors. We are committed to meeting the standards outlined in the province's Accessibility for Ontarians with Disabilities Act (AODA).

The goal of the AODA is to develop a fully accessible Ontario by the year 2025. In order to reach this goal five standards are being developed in the areas of Customer Service, Employment, Information and Communication, Built Environment and Transportation.

The Customer Service Standard is simply the beginning of conversations regarding accessibility on our facilities. Guided by the vision of the Sisters, our respect for human dignity and the core principles of this Act, our goal is to progressively work toward the elimination of barriers to access to the goods, services and employment opportunities provided by St. Joseph Home Care. We are working to make our facilities more accessible to persons with disabilities.

If you require further information regarding the Accessibility for Ontarians with Disabilities Act, please click the following [AODA](#) link to be connected to the Ontario government website.

### Modifications to this or other policies

Any policy of St. Joseph's Home Care that does not respect and promote the dignity and independence of people with disabilities will be modified or removed

### Assistive devices

We will ensure that our staff is 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.

- Fees will not be charged for support persons

## Temporary Disruption

There may be times when there may be disruptions in service. The focus is to accommodate persons with disabilities when using services and/or obtaining goods from SJHC. When the disruption is planned, advanced notice will be provided. The notice shall be posted appropriately at First Place, Food Services, Corporate Office 1550 Upper James, Hamilton ON L9B 2L6 and on the internet page <http://www.stjosephshomecare.ca>.

## Training and Awareness

Training is required for all staff, volunteers or third parties that interact with the public on behalf of SJHC, or who are involved in developing policies, practices and procedures. The required training must include

- information on how to communicate and interact with people with disabilities,
- how to interact with people who have an assistive device,
- service animal or support person,
- how to utilize assistive devices that are available on our premises, and
- what to do if a person has difficulty accessing our facilities.

To create awareness and to ensure compliance with the Policy and the Accessibility Standards for Customer Service, SJHC shall ensure that all staff receive training as soon as practicable on the Policy and the Accessibility Standards for Customer Service and on an ongoing basis as changes occur to the Policy and/or to the Accessibility Standards for Customer Service.

## Communications and Availability of Documents

All documents required under the Accessibility Standards for Customer Service, including our Policy, training materials, notices, feedback records and our written program shall be made available to members of the public upon written request. Our current written Program may be found through the following *SJHC AODA Program*

When providing any documentation to a person with a disability, St. Joseph's Home Care shall do so in a manner and a format that takes into account the person's disability.

If requested, an alternate format shall be provided in a manner in which is agreed upon between the requester and SJHC, and which takes into account the person's disability (e.g. Braille, audio recordings, electronic copies). All requests for alternative formats shall be immediately communicated in writing to the OHS Coordinator at Suite 201, 1550 Upper James St, Hamilton, ON L9B 2L6 or at 905-522-6887

## Providing feedback and Offering Compliments

St. Joseph's Home Care is committed to continuous improvement. To this end, anyone who wishes to provide feedback, offer their compliment or issue a complaint on how we provided goods or services to a person with a disability and/or improve the Policy, Training Materials and/or this Protocol may do so by contacting OHS Coordinator at 905-522-6887.

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