



ACCESSIBLE CLIENT/PARTICIPANT SERVICE PLAN

Providing Goods and Services to People with Disabilities

East Metro Youth Services is committed to excellence in serving all clients/participants, including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by clients/participants with disabilities while accessing our goods and 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

We will notify clients/participants of this by posting a notice in the following location(s):

- Galloway After School Program

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients/participants with disabilities, East Metro Youth Services will notify clients/participants 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. Facilities/services include:

- 'what's up' walk-in counselling, The Zone Youth Centre – Drop In

The notice will be made publicly available at the following locations:

- East Metro Youth Services' 2nd floor lobby, 3rd floor reception and website

ACCESSIBLE CLIENT/PARTICIPANT SERVICE PLAN continued

Training

East Metro Youth Services will provide accessible client/participant service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- All staff, placements and volunteers

Staff will be trained on Accessible Client/Participant Service within 30 days after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client/participant service standard
- East Metro Youth Services' plan related to the client/participant 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 support person
- What to do if a person with a disability is having difficulty accessing East Metro Youth Services' goods and services

Staff will also be trained when changes are made to our accessible client/participant service plan.

Feedback Process

Clients/participants who wish to provide feedback on the way East Metro Youth Services provides goods and services to people with disabilities can provide feedback in the following ways:

- Email, verbally (in-person, telephone) and in writing

All feedback, including complaints, will be handled in the following manner:

- Feedback, including complaints, will be directed to an East Metro Youth Service counsellor/worker or director

Customers can expect to hear back in 5 days.

ACCESSIBLE CLIENT/PARTICIPANT SERVICE PLAN continued

Notice of availability

East Metro Youth Services will notify the public that our documents related to accessible client/participant service are available by posting a notice in the following locations:

- East Metro Youth Services' 2nd floor lobby, 3rd floor reception and website

Modifications to this or other policies

Any policy, practice or procedure of East Metro Youth Services that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.