

| | |
|---|-----------------|
| Category: Employee | REF.: EMP #57 |
| Subject: Accessible Customer Service – Monitoring Feedback on Accessible Customer Service | Page: 1 of 4 |
| Date: 07/Dec/2009 | Supersedes: New |
| Human Resources Manager Signature: | Date: |
| CEO Signature: | Date: |

SUBJECT: Accessible Customer Service – Monitoring and Feedback on Accessible Customer Service

POLICY:

The Centre will monitor the effectiveness of implementation of the Accessible Customer Service Standard through a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public and will allow people with disabilities to provide feedback using a number of methods.

The Centre will create a feedback process that will review the implementation of the Accessible Customer Service Policy and Procedures with the Centre's various constituency groups, including but not limited to parents/families, Staff Personnel Committee, citizens' groups. Methods would include electronic means such as websites.

(Note: Consultation relates to membership of these groups as **providers** of Accessible Customer Service).

| | |
|---|-----------------|
| Category: Employee | REF.: EMP #57 |
| Subject: Accessible Customer Service – Monitoring Feedback on Accessible Customer Service | Page: 2 of 4 |
| Date: 07/Dec/2009 | Supersedes: New |
| Human Resources Manager Signature: | Date: |
| CEO Signature: | Date: |

SUBJECT: Accessible Customer Service – Monitoring and Feedback on Accessible Customer Service

PROCEDURE:

1. Responsibility
The CEO and/or designates will implement a process for Feedback on Accessible Customer Service that has the following components:
 - a) Information on the Centre's website inviting users of Centre services to provide feedback on their experience with or concerns about access to services for people with disabilities.
 - b) Printed information available to invite people with disabilities to provide feedback on their experience with or concerns about the accessibility of service at the Centre. Consideration should be given to providing information in alternate formats.
 - c) Information on how the Centre will respond to feedback.

2. Information on how the Centre will respond to feedback
The CEO and/or designates will create a process for reviewing implementation of the policy on Accessibility Standards for Customer Service that includes consultation with various constituency groups including but not limited to parents/families, Staff Personnel Committee, community partners, user groups. Consultation methods could include electronic feedback and focus groups.

3. Methods for Feedback
 - a) A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process for people with disabilities.
 - b) Methods could include e-mail, verbal input, suggestion box, surveys.
 - c) The feedback process should include the title(s) of the person(s) responsible for receiving feedback and indicate how the Centre's response to the feedback will be made known.

4. Proactive Measures for Accessible Customer Service
To ensure ongoing efficient and effective adherence to the Centre's policy on Accessibility Standards for Customer Service, the Centre, its administrators and managers will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning new initiatives.

| | |
|---|-----------------|
| Category: Employee | REF.: EMP #57 |
| Subject: Accessible Customer Service – Monitoring Feedback on Accessible Customer Service | Page: 3 of 4 |
| Date: 07/Dec/2009 | Supersedes: New |
| Human Resources Manager Signature: | Date: |
| CEO Signature: | Date: |

SUBJECT: Accessible Customer Service – Monitoring and Feedback on Accessible Customer Service

PROCEDURE (cont'd):

5. Sample Notice re Feedback

Five Counties Children’s Centre is committed to ensuring that its services meet the optimum standards of accessibility for people with disabilities using the facilities and services of the Centre. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Five Counties Children’s Centre provides services to people with disabilities can be made through the Five Counties Children’s Centre website, e-mail, telephone, writing or speaking directly to the “feedback monitor”.

Feedback can also be made by e-mailing, telephoning, writing or speaking directly to the CEO or manager. Feedback received in such a manner will be directed to the “feedback monitor”.

An initial response to indicate receipt of the feedback will be provided to the individual or group providing the feedback by the “feedback monitor” in writing or in an appropriate alternate communication method recognizing the needs of the feedback provider(s). The response will indicate the date of receipt of the feedback as well as the expected timeline for follow-up response/report/summary of findings to follow and indicate method (e.g. direct response to the individual, summary report on website, etc.).

| | |
|---|-----------------|
| Category: Employee | REF.: EMP #57 |
| Subject: Accessible Customer Service – Monitoring Feedback on Accessible Customer Service | Page: 4 of 4 |
| Date: 07/Dec/2009 | Supersedes: New |
| Human Resources Manager Signature: | Date: |
| CEO Signature: | Date: |

SUBJECT: Accessible Customer Service – Monitoring and Feedback on Accessible Customer Service

REFERENCES:

Framework

Ontarians with Disabilities Act, 2001
 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
 Accessibility Standards for Customer Service, Ontario Regulation 429/07
 Ontario Human Rights Code

Cross-Referencing

The Accessible Customer Service – Monitoring and Feedback on Accessible Customer Service EMP #57 aligns with the following Centre procedures:

- Accessible Customer Service - Policy EMP #52
- Accessible Customer Service – Use of a Support Person by the General Public EMP #53
- Accessible Customer Service – Notification of Disruption of Service EMP #54
- Accessible Customer Service – Use of Assistive Devices by the General Public EMP #55
- Accessible Customer Service – Use of Service Animals by the General Public EMP #56