



Second Chance Employment Counselling (Wellington) Inc.
Customer Service Policy Statement: Providing Goods and Services to People
with Disabilities

1. Objectives and Responsibilities

Second Chance Employment Counselling (Wellington) Inc. is a non-profit, community-based organization which, through the provision of counselling, primarily assists people to obtain and maintain employment.

Its prime responsibility is to its **clients** who, through counselling and advocacy, are encouraged to achieve realistic employment and life goals. The Corporation is committed to providing the delivery of quality services that are responsible to individual client needs, within the context of the community in which they live.

The Corporation is equally responsible to the **community**, through being aware of, and responsive to, community needs, as indicated by the general public, social agencies, employers, and all levels of government. The Corporation's responsibility includes informing the community on related issues and projecting a positive community image that accurately reflects these objectives.

Finally, the Corporation is responsible to its **employees**, for the provision of a positive and supportive work environment, where interdependence among the staff is promoted to ensure the provision of a professional, informal, and warm counselling service.

2. Commitment

In fulfilling our objectives and responsibilities, Second Chance Employment Counselling (Wellington) Inc strives at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities. Second Chance Employment Counselling (Wellington) Inc is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as all other clients.

3. Providing goods and service to people with disabilities

Second Chance Employment Counselling is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

Second Chance Employment Counselling (Wellington) Inc will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

Second Chance Employment Counselling (Wellington) Inc is committed to providing fully accessible telephone service to our clients. We will train staff to communicate with customers over the phone in clear and plain language, and to speak clearly and slowly. We will offer to communicate with clients by email, text, electronic communication and Bell Relay Services if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Second Chance Employment Counselling (Wellington) Inc will ensure our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods and services.

4. Use of Service Animals and Support Persons

Second Chance Employment Counselling (Wellington) Inc is committed to welcoming people with disabilities who are accompanied by a service animal on our premise. We will ensure all staff, volunteers, placement students and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premise.

5. Temporary Disruption

Second Chance Employment Counselling (Wellington) Inc will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities for services, if available.

The notice will be placed at all entrances and service counters on our premises, as well as on our website and social media.

Unplanned disruption of service will be announced on the local radio stations, agency website and social media.

6. Training for Staff and Volunteers

Second Chance Employment Counselling (Wellington) Inc will provide training to all employees, volunteers, placement students and all others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service, policies, practices and procedures.

Training will include the following:

- The purpose of Accessibility for Ontarians with Disabilities Act (AODA) 2005 and the requirements of 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 support person
- What to do if a person with a disability is having difficulty in accessing Second Chance Employment Counselling (Wellington) Inc goods and services.
- Second Chance Employment Counselling (Wellington) Inc policies, practices and procedures relating to the customer service standard
- Staff and front-line volunteers will be required to complete and pass the accompanying test to the on-line training.

Staff and front-line volunteers will be trained on policies and procedures that affect the way services are provided to people with disabilities. As well training will be provided on an ongoing basis when changes are made to these policies and procedures.

7. Feedback Process

The ultimate goal of Second Chance Employment Counselling (Wellington) Inc is to meet and surpass customer expectations while serving clients with disabilities. Comments on our services regarding how well we meet those expectations are being met are welcome and encouraged.

Feedback regarding the way Second Chance Employment Counselling (Wellington) Inc provides service to people with disabilities can be made by email, verbally, evaluation forms, and feedback cards. All feedback will be directed to the Executive Director. Clients can expect to hear back within 3 business days.

Complaints will be addressed according to the complaint categories already established in the agency policy and procedure manuals.

8. Modification to this or other policies

Second Chance Employment Counselling (Wellington) Inc is committed to developing customer service policies that respect and promote the dignity, independence, and inclusion of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Second Chance Employment Counselling (Wellington) Inc that does not respect and promote the dignity, independence and inclusion of people with disabilities will be modified or removed.

9. Questions about the Customer Service Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to Programme Managers of Second Chance Employment Counselling (Wellington) Inc.