



Ottawa Community Immigrant Services Organization  
Organisme Communautaire des Services aux Immigrants d'Ottawa

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## **Accessible Client Service Plan 2014-21**

### **Provision of Service to People with Disabilities**

Ottawa Community Immigrant Services Organization (OCISO) is committed to excellence in serving all clients, including people with disabilities.

#### **Assistive devices**

We will ensure that our staff members are trained and familiar with the various assistive devices we have on site that may be utilized by clients with disabilities while accessing our services.

#### **Communication**

We shall strive to 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 any OCISO 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

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption in services or facility access for clients with disabilities, OCISO will notify clients promptly. A posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be clearly visible at all affected OCISO locations.

#### **Training**

OCISO will provide training to front-line employees and volunteers who serve the public. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services.

Individuals in the following paid positions will receive training:

Receptionists, Administrative Assistants, Clinical Counsellors, Settlement Workers, Mentorship Facilitators and Liaisons, LINC teachers, LINC Child Care Workers, Multicultural Liaison Officers, Multicultural Inmate Officer and Youth Coordinator & Facilitators.

This training will be provided via the Ontario Ministry of Community and Social Services online training module. The training will take place during the orientation process for new hires.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- OCISO's plan related to the accessible client service standard.
- Information on how to interact and communicate with people with various types of disabilities.
- Information on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Information on what to do if a person with a disability is having difficulty accessing OCISO's services.

Staff will be advised when changes are made to the accessible client service plan.

### **Feedback process**

Clients who wish to provide feedback regarding OCISO's provision of services to people with disabilities can e-mail or call Human Resources at [hr@ociso.org](mailto:hr@ociso.org) or 613-725-5671 Ext. 398.

All feedback, including complaints, will be reviewed and discussed with those involved in service delivery. Clients can expect to receive a response within ten working days.

### **Notice of availability**

OCISO will make this policy available upon request, post it on our website, and notify clients of its availability in the reception areas from which clients access services

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

Any OCISO policy that is found not to respect and promote the dignity and independence of people with disabilities will be modified or removed.

Approved by the Board November 2014