

Complying With the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessible Customer Service Standard

Saint Luke's Place is committed to providing accessible goods and services to persons with disabilities in a manner that promotes dignity, independence, inclusion, and equal opportunity. We are committed to meeting the standards set out in the Accessibility for Ontarians with Disabilities Act, 2005. The Customer Service Standard is the first standard set out in the AODA aimed at eliminating barriers to access of our goods and services.

Saint Luke's Place has done the following to comply with the Customer Service Standard:

- Developed an Accessibility Policy and Accessibility Customer Service Policy
- Trained staff (full and part-time) and volunteers
- Provide training to individuals and contractors who interact with our clients
- Reviewed and revised existing policies, procedures and practices
- Provided ways in which the public can provide feedback.

Mandatory training is required for all staff, volunteers, contractors, and third parties who interact with the public. The training includes information on the purpose of the act, how to interact with people with various disabilities, how to interact with people who use service animals and support persons, how to use and maintain assistive devices, what to do if a person is having difficulty accessing goods and services at our facility, and related policies, practices and procedures.

All documents required under the Customer Service Standard are available upon written request at the Business Office during regular business hours. In keeping with our commitment to providing access to persons with disabilities, alternate formats shall be provided in a manner in which is agreed upon by the requestor and Saint Luke's Place taking into account the person's disability.

In the event of service disruptions, both planned and unplanned, notices will be posted in appropriate places within the facility including the E-Wing and Administrative entrances. For planned disruptions in services, notices will be posted in advance of the service disruption.

Individuals wishing to provide feedback, offer compliments or issue a complaint on how Saint Luke's Place provides goods and services to a person with a disability may do so by contacting the Administrator or immediate Department Director.