



Accessible Customer Service Plan

(Word of Life Fellowship Canada operating as WOL)

WOL is committed to excellence in serving all guests including people with disabilities

Assistant devices

We will ensure that our year-round staff are trained and familiar with various assistive devices that may be used by guests 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 premises that are open to the public assuming WOL received a document from a regulated health professional.

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. After WOL has had opportunity to consult to consider their needs, consider health issues after looking at the available evidence and determined there is no other reasonable way to protect the health and safety of the person or others on the premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for guests with disabilities, **WOL** will notify guest's 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.

Training for Staff

WOL will provide training to full-time employees, volunteers and others who deal with the public. This training will be offered to staff as required.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- **WOL's** accessible customer service plan
- 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 a support person.
- What to do if a person with a disability is having difficulty in accessing **WOL's** goods and services.
- How to contact the appropriate senior manager to assist with resolving an accessibility issue that cannot be resolved by front line staff.

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Guests who wish to provide feedback on the way **WOL** provides goods and services to people with disabilities can contact the **WOL** office at 1-800-461-3503 or email: Barry Speck BSpeck@wol.ca **WOL** will ensure accessible formats are arranged on request. All feedback will be directed to the Executive Director, and guests can expect to hear back within 10 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of **WOL** that does not respect and promote the dignity and independence of people with the disabilities will be modified or removed.