

## Feedback Process

The RRDSSAB recognizes the rights of customers to register a complaint, compliment or offer recommendations on ways to improve our services. People with disabilities are encouraged to provide feedback on the goods and services they receive, in order to assist us in improving the delivery of goods and services to people with disabilities.

In order to provide feedback, please contact:

Accessibility Coordinator  
450 Scott Street  
Fort Frances, ON P9A 1H2  
Phone: (807) 274-5349, ext. 240  
Fax: (807) 274-5729  
Email: [feedback@rrdssab.on.ca](mailto:feedback@rrdssab.on.ca)  
Website: [www.rrdssab.on.ca](http://www.rrdssab.on.ca)

## Resources

Feedback process and RRDSSAB Policy "Accessibility Standards for Customer Service: HR-38.0":  
[www.rrdssab.ca](http://www.rrdssab.ca)

AccessON (for videos, posters, legislation): [www.AccessON.ca](http://www.AccessON.ca)

Accessibility for Ontarians with Disabilities:  
[www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario](http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario)



## Understanding Accessible Customer Service



## How may I help you?

## Background

Ontario has an important law called the *Accessibility for Ontarians with Disabilities Act, 2005*. It is the first of its kind in Canada.

People with disabilities should have the same kind of opportunities as everyone else. They



should be able to do the things that most of us take for granted like going to work or school, shopping, taking in a movie or eating out at a restaurant.

That is the goal of Ontario's Legislation. Businesses and organizations who provide goods and services to people in Ontario will be required to meet certain accessibility standards in five important areas of our lives.

These include:

1. Customer Service;
2. Transportation;
3. Information and Communications;
4. Built Environment; and
5. Employment.

## Accessible Customer Service

Accessible customer service can mean many things. Mostly, it is the understanding that each individual may need a different type of accommodation.

Accessible Customer Service follows four basic principles:

1. Dignity;
2. Independence;
3. Integration; and
4. Equal Opportunity.

For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; someone who uses a wheelchair may need help in finding a route they can use; and there may be customers that have difficulty reading or writing.



## Accessibility Standards for Customer Service Policy

The Rainy River District Social Services Administration Board (RRDSSAB) provides services in a manner which respects and maintains the dignity and independence of all customers, including those with disabilities.

Where ever possible, services are to be integrated and, at all times, persons with disabilities will be provided with the same opportunities as others to obtain, use or benefit from the goods and services provided by or on behalf of the RRDSSAB.

Through our Accessibility Standards for Customer Service Policy, the RRDSSAB will make reasonable efforts to ensure the following:

### Support Persons - No Fees

Support persons may accompany a person with a disability. If a fee for service is applicable, the support person is not required to pay a fee.

### Service Animals

Service animals are welcome at all RRDSSAB public buildings. The ani-



mal must stay in the care and control of the owner at all times. Should a service animal become unruly or disruptive, the person with a disability may be asked to remove the animal from the area or refused access to service. Other reasonable arrangements will be made for alternative access to service.

### Assistive Devices



Reasonable efforts will be exercised to allow persons with a disability to use their own assistive devices to access goods and services.

### Disruption of Services

From time to time there may be disruptions in service, such as repairs, renovations that limit access to an area, or technology that may be temporarily unavailable.

People with disabilities may often go to a lot of trouble to access services, such as arranging for transportation. By providing notice, you can save that person an unnecessary trip. If a disruption in service is planned and expected, notice will be provided on the RRDSSAB's website as well as posted at the affected facility.

In the event of an unexpected disruption in service, notice will be posted at the affected facility as soon as possible and on the RRDSSAB's website, if possible.

**Note that documents may be requested in an alternate format**

## Providing Customer Service

### How May I Help You?

People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask "how may I help you"?

Always start with people first. In language, that means saying, "person with a disability", rather than "a disabled person". In any interaction, it means addressing the person's service needs, rather than focusing on the disability.

Disabilities are not always visible or easy to distinguish. Following are a few examples of guidelines you can use to provide service to customers with disabilities.

**A person who is deaf, deafened or hard of hearing:** Attract customer's attention before speaking by a touch on shoulder or a wave of your hand; look directly at the person when speaking.

### A person with a visual disability:



Don't assume the customer can't see you at all; speak directly to the customer; offer your elbow to guide; if they accept, walk slowly, wait for permission; identify landmarks; be precise and descriptive with information; do not leave the customer; if the customer has a guide dog, do not touch or talk to the dog.

### A person with a mental health disability:

Treat the customer with the same level of dignity, respect and consideration as anyone else; take the customer seriously; be confident and reassuring; if the customer is in crisis, ask how best to help.

### A person with a learning disability:

Take your time, be patient; demonstrate a willingness to assist; speak normally, clearly and directly to the customer; provide information in a way that works for the customer (i.e., use a pen and paper). Some people may be nervous when serving a customer with a disability. It is very important to recognize your nervousness and just relax!

