

## ACCESSIBLE CUSTOMER SERVICE PLAN

### COMMITMENT TO CUSTOMER SERVICE

The Algoma Nurse Practitioner-Led Clinic (Algoma NPLC) is committed to providing barrier-free Customer Service.

### NOTICES

In the event of a planned or unexpected disruption to services of facilities for customers with disabilities, notice will be provided regarding affected areas, reason, expected duration and alternative access. These areas could include automatic doors, elevators, reception, training or meeting facilities, or offices. The Algoma NPLC will notify clients promptly and appropriately. This includes notices on assistive devices or equipment, front door, facility doors or windows, reception, waiting areas or on the Algoma NPLC's website ([www.algomanplc.ca](http://www.algomanplc.ca))

### EMPLOYEE TRAINING

The Algoma NPLC will provide training to employees, volunteers and others who deal with the public or other representatives. Training will be provided to all employees, volunteers, contractors, and students. This training will be offered annually as well as through regular orientation.

Training will include:

- ✓ An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the Customer Service Standard.
- ✓ Algoma NPLC's plan related to the Customer Service Standard.
- ✓ How to properly interact and communicate with people with various types of disabilities and those who use an assistive device or require the assistance of a service animal or support person.
- ✓ Information and instruction on Algoma NPLC's equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These may include but are not limited to accommodations such as automatic doors, accessible washrooms, phones and phone devices, presentation tools, elevators, security.
- ✓ Algoma NPLC's commitment to assist with access to our services.

### FEEDBACK PROCESS

Customers who wish to share feedback to Algoma NPLC regarding provision of services to people with disabilities can provide comments to any team member of Algoma NPLC. This may be offered directly, verbally or otherwise, by phone, email or letter. All feedback will be received by the Executive Director for

# Algoma

## *Nurse Practitioner-Led Clinic*

consideration or response within 10 days. Should a complaint be received, it will be addressed according to Algoma NPLC's regular management procedures.

### **MODIFICATIONS**

All policies of the Algoma NPLC will continue to be improved and updated to ensure they respect the dignity and independence of people with disabilities and all customers that we serve.

Reviewed: November 26, 2018