



**United Way**  
Guelph Wellington  
Dufferin

## Customer Service Plan for People with Disabilities

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In response to the AODA Customer Service Standard  
Last updated June 1, 2012

### **Introduction**

United Way Guelph Wellington Dufferin is committed to providing excellent customer service to people with disabilities consistent with the principles of dignity, independence, integration and equal opportunity.

This plan outlines the practices and procedures United Way employees (part-time, full-time, contract and seasonal), volunteers and others who interact with the public on the organization's behalf\* will take to achieve this commitment. It is consistent with the requirements outlined in the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA).

### **Communication**

As in all dealings with members of the public, volunteers and colleagues, United Way staff and others representing the organization will strive to communicate in a manner that takes into account a person's disability, under the common question, "How may I help you?"

### **Personal Assistive Devices**

Anyone accessing United Way services or attending United Way meetings and functions are welcome to use their own personal assistive devices. These include, but are not limited to, walkers, white canes, oxygen tanks and note-taking devices. In cases where note-taking devices are not permitted (for example, meetings of a confidential nature), United Way staff will work with the person needing the device to determine an appropriate alternative.

Owing to the built environment at the United Way office (stairs, lack of elevator and accessible washrooms), staff and volunteers will endeavour to relocate meetings to accessible locations in order to accommodate people with mobility limitations.

## **Service Animals**

Guide dogs and other service animals are welcome at the United Way office and at United Way sponsored meetings and events, except where prohibited by law.

## **Support Person**

People with disabilities that require a support person to access United Way services or attending United Way meetings and functions are welcome. If an admission fee applies, United Way will waive the fee for the support person. In cases where admission is limited to one individual per organization, United Way will make an exception for support people.

## **Disruption of Service Notice**

If the United Way office is closed during regular business hours for any reason, a notice will be placed on the office door and on the ground floor indicating the reason of the disruption, its expected duration and description of alternate facilities or services, if available.

## **Feedback on Accessibility and Customer Service**

People wishing to provide feedback on how United Way provides services to people with disabilities are encouraged to contact the organizations executive director through any of the following means:

- in person (including through a support person)
- by telephone
- in writing (email or post)

United Way takes such feedback on customer service, either positive or negative, seriously. If the feedback is negative – a complaint – the executive director will investigate the complaint and respond to the complainant within 30 days. In his/her response, the executive director will outline the findings of the investigation and the actions, if any, that will be taken to mitigate the concern.

## **Training**

The executive director or his/her designate will ensure that all staff, volunteers and others representing the organization receive training on the goals the AODA, the requirements of the Customer Service Standard, and the policies and procedures put in place by United Way to respond to these requirements.

New employees, volunteers and others representing the organization will receive this training within three months of the start-date with United Way.

Staff will be provided the opportunity to refresh their training about the Customer Service Standard annually or as new policies and procedures are put in place under this plan.

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\* It is assumed that workplace volunteers undertaking fundraising on behalf of the organization will receive training in the Customer Service Standard as is appropriate to their workplace. As such, United Way will make training on the Customer Service Standard available to those that indicate they have not received training in their workplace, or those that feel they require additional training.