

<b>Customer Service Policy : Providing Goods &amp; Services to people with disabilities</b>	<b>Approved by the Board of Directors</b>	<b>September 19th, 2018</b>	
	<b>0001</b>	Révision 2	

## 1. Our Mission

At la ribambelle, through our child care services and community programs, we place the learning child at the heart of our actions, our decisions and our strategies. We welcome families from all backgrounds and promise to support and instill the love of French language and culture.

## 2. Our Commitment

In fulfilling our mission, la ribambelle strives at all times to provide its goods and services in a way that respects the independence, dignity, integration and equality of opportunity for people with disabilities. Our customer service policy, practices and procedures reflect and respect the accessibility content of the Accessibility Standards for Customer Service Regulation & the OPS Accessible Customer Service Policy.

All policies, practices and procedures used in delivering goods and services must uphold the accessible customer service principles of:

- **Independence** - all customers, including those with disabilities, shall be able to access goods and services, to the greatest extent possible, with unobstructed independence.
- **Dignity** - all customers, including those with disabilities, will be treated with respect.
- **Integration** - customers with disabilities are allowed to fully benefit from the same services, in the same place and in the same or similar way as other customers. Alternative measures, rather than integration, might be necessary because a person with a disability requires it or because another option cannot be provided at the time. If we are unable to remove a barrier to accessibility, we will consider what else can be done to provide services to people with disabilities.
- **Equality of Opportunity** - All customers, including those with disabilities, are to receive goods and services equally, and the goal of this organization is to have all customers equally enjoy the benefits of the goods and services provided.

## 3. Providing Goods and Services to People with Disabilities

La ribambelle is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### 3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will ensure that accessible telephone services are available to our customers. Should telephone communication not be suitable to their communication needs or is not available, we will offer to communicate with customers through other channels, such as email and fax.

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### 3.2 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. For purposes of this policy, assistive devices are defined as specialized equipment that persons with disabilities bring with them, such as a wheelchair, walker, visual or hearing aid, communications device, etc...

### 4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal or a support person on all parts of our premises that are open to the public. We will also ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal or a support person. At no time will a person with a disability who is accompanied by a service animal or support person be denied access to his or her service animal or support person while on our premises. No admission fees will be charged to access the premises of la ribambelle.

### 5. Notice of Temporary Disruption

La ribambelle will endeavor to provide customers (i.e. internal and external stakeholders, members of the public, ministry partners) with notice in the event of a planned or unexpected disruption in the facilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of alternative facilities or services available (if any). Please refer to appendices B - D for service disruption templates and best practices. For facility disruptions in common areas, the property manager or landlord is responsible for posting disruption notices. For facility disruptions in ministry areas, the ministry is responsible for posting disruption notices. Ministry services disruptions should be reported to the designated Facilities Lead.

### 6. Training for Staff

All la ribambelle staff, classified and unclassified, will fulfill the training requirements specified in the Accessibility Standards for Customer Service. Training will be provided to new staff within the first month of starting employment.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- Accessible customer service plan of la ribambelle;
- 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 la ribambelle's goods and services;
- How to use a photocopier, fax, computer with Excel and Word programs, if necessary.

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## 7. Feedback Process

The ultimate goal of la ribambelle’s Customer Service Policy is to meet and surpass client expectations while serving customers with disabilities. We value all feedback regarding the way services are provided. Feedback can be provided through **any** of the following channels:

***In person/In writing:*** 403, Springbank Drive, London ON N6J 1G7

***La ribambelle’s General Inquiry Line:***

London: 519-472-2334 Sarnia: 519-542-2129

***La ribambelle’s General Fax#:***

London: 519-472-1374 Sarnia: 519-542-4473

***La ribambelle’s General Email Address:*** [info@laribambelle.ca](mailto:info@laribambelle.ca)

***Online Form:*** [www.laribambelle.ca](http://www.laribambelle.ca)

***Other electronic forms:*** memory stick

When providing feedback to la ribambelle, individuals are encouraged to mark their correspondence, fax or e-mail with the heading “Feedback” and provide contact information to reply. Information on la ribambelle’s feedback process will be available upon request.

Information about the availability of this documentation is included in the posted public notice at la ribambelle’s reception area and on la ribambelle’s Internet site.

### **La ribambelle’s staff responsibilities:**

Please refer to Appendix A for an overview of the Ministry’s feedback process. Upon reviewing the feedback and determining it to be a complaint, the sender will receive a receipt to acknowledge the complaint – provided that contact information has been supplied – according to the OPS Common Service Standards, namely:

#### **Action by la ribambelle:**

- Complaint received in-person or by telephone \*: Complaint acknowledged within 2 business days. Follow-up reply, if complaint not resolved in acknowledgement, as committed to in initial acknowledgement.
- Complaint received by mail, by fax, or by e-mail or other online connection: Answered within 15 business days, or if conclusive response not possible within that time then an acknowledgement within 5 business days. Follow-up reply, if complaint not resolved within 15 days, and as committed to in initial acknowledgement.

\* *La ribambelle’s staff who are the recipients of verbal feedback – either given in person or by telephone – will record the complaint (see Appendix A for a sample recording form) and forward the information immediately to Accessibility Lead for action.*

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## 7. Feedback Process (continued)

### Content of response by la ribambelle

A) If the complaint can be resolved immediately, the acknowledgement by the responsible branch will in fact reference the action taken by la ribambelle to resolve the complaint.

B) If the complaint cannot be resolved by the responsible branch within the above time limits, the acknowledgement from the responsible branch will provide the client with information about:

- i) what steps are being taken in respect of the complaint, and
- ii) where appropriate, whether a further response will be sent to the client about action taken to resolve the complaint.

In both (A) and (B) above, the response will include a phrase similar to the following:

*La ribambelle appreciates all feedback whether from client satisfaction surveys or client comments and complaints. All feedback is considered as we plan and make future improvements to our customer service practices.*

### Format of response to complainant:

The format of response to feedback will be determined on a case-by-case basis. Responses can be provided in person, or by phone, fax, letter or email.

### Compiling feedback:

Each branch is responsible for tracking feedback that it receives, whether positive or negative. In developing its annual business plan and operational plan, each branch will continue to review all feedback that it has received and will continue to consider areas/methods for improvements that may be warranted.

### CONFIDENTIALITY OF PERSONAL INFORMATION:

La ribambelle is authorized by the *Accessibility of Ontarians with Disabilities Act, 2005* (and Ont. Reg. 429/07 approved under the Act) to collect feedback in the manner in which it provides its services. La ribambelle does this by assessing its performance on how it provides its services. Some of the collected information includes personal information about those giving feedback.

La ribambelle will use personal information in order to:

- log /analyze feedback and
- acknowledge and respond to complaints,

If customers require more information about the collection of personal information in this regards, they may contact us through any of the channels listed above and direct their inquiry to la ribambelle's Accessibility Lead.

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**8. Modifications to this or other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

**9. Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, please contact us in person, over the phone or by fax, letter or email (see section 7) and you will be directed to la ribambelle’s Accessibility Lead.

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**La ribambelle**

**APPENDIX A**

**Record of verbal client / customer feedback:**

Date feedback received: \_\_\_\_\_

Name of client / customer (optional)\*: \_\_\_\_\_

Contact information (optional) \*:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Staff member receiving feedback: \_\_\_\_\_

Details of feedback:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Follow-up:

Action taken:

Action taken by staff member:

Date action taken: \_\_\_\_\_

\*Please note: Advise customer/client that la ribambelle will use personal information in order to log feedback, to acknowledge and respond to complaints, and to perform aggregate analysis of the feedback received.

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## **Appendix B - Temporary Service Disruption Template A**

<b>TEMPORARY SERVICE DISRUPTION NOTICE</b>
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We apologize for any inconvenience this may have caused you.

**Service has been disrupted because:**

**Service is expected to resume:**

**The closest alternate service provider is:**

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## **Appendix C - Temporary Service Disruption Template B**

Posted on:  
(Date)

# **We're Sorry!**

The accessible washroom is out of service due to a broken pipe. The washroom is expected to be open again on Tuesday, January 6, 2010.

Meanwhile, please use the accessible washroom next door at 123 Main Street. It is located on the first floor, beside the elevator.

We apologize for the inconvenience.  
Thank you.

Posted by:  
(Name):  
(Title):  
(Centre/Bureau)  
Posted on:  
(Date):

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## Appendix E – Best Practices for Temporary Service Disruptions

All notices should follow the format of the templates provided in appendices B & C and should:

- be written in plain language (e.g. using shorter sentences, avoiding jargon and technical terms);
- use clear print (e.g. using plenty of white space, printing on a matte or non-glossy paper,
- be printed using black ink on a white background, avoiding the use of colour;
- use easy to read fonts (such as Arial or Verdana) that are at least 12 points for regular documents or at least 18 point font for large print documents.

### Notification Options

There are many options when deciding how best to communicate a temporary service disruption. These include:

- *Signage*
- *Phone and Email*

#### *Signage*

- A notice should always be placed at the site of the disruption.
- Notices must be placed at conspicuous places on the premises (e.g. public entrances, service counters).
- Avoid posting notices in a manner that covers or hides other information.
- When posted notices are used, there must also be a plan to convey the information to people who may not see or cannot understand the sign (i.e. using tape to block a washroom that is out of order to ensure someone that is blind does not enter).

#### *Phone and Email*

- Good business practice dictates contacting stakeholders that will be affected by the service disruption in a timely manner. This is particularly important where individuals are coming in for scheduled appointments.
- Updating voicemail to include disruption information is another way to convey the message.