



Accessible Customer Service Plan

Providing Programs and Services to People with Disabilities

Niagara Falls Community Health Centre (NFCCHC) is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our programs or services. Some of the assistive devices NFCCHC has are:

- Pen and paper
- Access to TTY
- Automatic door openers
- Wheelchair

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 parts of our premises that are open to the public.

Support persons

A person with disability who is accompanied by a support person will be allowed to have that person accompany them on our premises in areas that are open to the public.

Notice of temporary disruption

NFCCHC will provide people with notice in the event of a planned or unexpected disruption to services or facilities for clients. The notice will be provided on our voice mail, twitter, facebook and when feasible clearly posted on the front door. The information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available will be included.

Training for staff

Niagara Falls Community Health Centre will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to staff at the time of onboarding.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- NFCCHC plan related to the customer service standard

- 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
- How to use wheelchair
- What to do if a person with a disability is having difficulty in accessing NFCHC programs and services

Staff will also be trained when changes are made to our plan

Feedback process

Clients who wish to provide feedback on the way NFCHC provides programs and services to people with disabilities can be made by phone call, mail, email or in person. All feedback will be directed to the Client Services Lead.

Mailing address:

Niagara Falls Community Health Centre
4481 Queen Street
P.O. Box 123
Niagara Falls, ON L2E 6S8
Attention: Client Services Lead

Email: reminder@nfchc.ca

Telephone: 905-356-4222 #226

Customers can expect to hear back in two business days.

Complaints will be addressed according to NFCHC regular complaint management procedures as indicated in our policies.

If further action is required the Health Program Director or Executive Director can be contacted.

Modifications to this or other policies

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