



Providing Goods and Services to People (Clients) with Disabilities

Dr. Roz's Healing Place is committed to excellence in serving all clients.

Communication

DRHP will communicate with people with disabilities in ways that take into account their access needs.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to be accompanied and access our premises in order to ensure optimum service delivery and receipt.

Assistive Devices

DRHP will ensure our staff are trained and familiar with the various assistive devices (such as wheelchairs, walkers, etc.) that may be used by clients and volunteers with disabilities while accessing our services of physical space.

Service Animals

DRHP welcomes people with disabilities and their service animals. Service animals are allowed on all parts of our premises, except the kitchen, clean room, and areas with fresh produce.

Accessible Customer Service Plan

Dr. Roz's Healing Place's Customers

Dr. Roz's Healing Place provides services to women and children fleeing gender-based violence. As such, DRHP aims to eradicate all forms of violence while supporting women and children their transition and integration back into the general community.

Notice of Temporary Disruption

Dr. Roz's Healing Place will notify clients promptly in the event of a planned or unexpected disruption to services or facilities which would affect clients with disabilities at Dr. Roz's Healing Place and satellite premises.

The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Due to safety precautions and confidentiality of the women and children we serve, all information regarding a possible disruption would be solely an internal process to the women and children served. The only required external communication would occur with our funder, Ministry of Community, Children, and Social Services (MCCSS).

Methods of communication regarding service disruption would include: verbal, signage at key areas; text messaging, emails, the use of interpreters, service persons and interveners, as needed.

Training

Dr. Roz's Healing Place will provide AODA training to current staff and volunteers who serve our clients or could likely be in a position of serving our clients. Training will be ongoing in differing capacity, based on need, incidents, timing between trainings, new or amended regulations or situations brought forward by clients with disabilities.

Training will include:

- ❖ Review of the purposes of the AODA and requirements of the customer service standard.
- ❖ Instruction on how to interact and communicate with people with various types of disabilities.
- ❖ Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a support person, guide dog, or other service animal.
- ❖ Instruction on how to use equipment or devices available at Dr. Roz's Healing Place and satellite premises that may help people with disabilities access our services.
- ❖ Instruction on what to do if a person with a disability is having difficulty accessing our services.

When changes are made to this plan, staff and volunteers who serve our clients or could be in a position of serving our clients will be provided with updated changes to the information \ policy and trained in accordance with the changes or updates.



Feedback Process

Clients who wish to provide feedback and or complaints on the way Dr. Roz's Healing Place provides goods and services to people with disabilities, can do so via e-mail to info@drhp.ca, in writing or verbally, in person or by the phone to our Associate Director or Program Director. Alternately, clients with disabilities may also use verifying methods and devices of their choosing along with communication via a support person, interpreter, or intervener.

Plan Modification

This plan is intended to be reviewed annually by the HR and Personnel Committee. DRHP will ensure that the plan is reviewed equitably and respectfully to promote the dignity and independence of people with disabilities. In order to ensure these standards are met, DRHP will ensure to have an inclusive committee that engages with people with disabilities, as well as, having them participate on our committees and Board of Directors.