

Customer Service for Ontarians with Disabilities Policy

Purpose:

This policy covers organizational requirements related to the Customer Service Standard policy under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy establishes accessibility standards for customer service and for communicating with customers.

Policy:

- When accessing goods and use services offered by the OHQC, people can use their own personal assistive devices.
- OHQC will endeavour to communicate with a person with a disability in a manner that takes into account his or her disability.
- OHQC offices are not open to the public, but people with disabilities who are invited to a meeting or other event can be accompanied by their support person, guide dog or service animal.
- In the event that the OHQC establish admission fees to any event, the organization will provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
- In the event that facilities or services that people with disabilities rely on to access or use goods or services provided by the OHQC are temporarily disrupted, the OHQC will provide notice.
- The CEO will report to the OHQC board's Audit & Resources Committee annually on compliance with this policy.
- Once requested by the government, the OHQC will submit a yearly report describing how the organization is complying with the standard.

In compliance Customer Service Standard policy under the *Accessibility for Ontarians with Disabilities Act, 2005*, the following guidelines are in effect:

Guidelines:

By January 1, 2010, the Ontario Health Quality Council will:

1. Establish practices and procedures on providing goods or services to people with disabilities.

2. Use reasonable efforts to ensure that its practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard.
4. Train staff, volunteers, contractors and any other people who are involved in developing our practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
5. Establish a process for people to provide feedback on how we provide goods or services to people with disabilities and how we will respond to any feedback and take action on any complaints. This information about our feedback process will be made readily available to the public on the OHQC's website.

Feedback Process:

Our goal in this policy is to meet service delivery expectations while serving customers with disabilities. We welcome comments on how well those expectations are being met. We will respect your privacy. We will review all feedback to identify action that can be taken to improve OHQC's service.

You can send your feedback in any of these ways:

By feedback form: <http://www.ohqc.ca/en/feedback.php>

By phone:
416 323 6868 x221

By mail:
Ontario Health Quality Council
130 Bloor Street West, Suite 702
Toronto ON M5S 1N5

We will acknowledge feedback in a way that is accessible to you. Where possible, we will address complaints immediately.