

# ACCESSIBLE CUSTOMER SERVICE PLAN

## PROVIDING SERVICES TO INDIVIDUALS WITH DISABILITIES

### OUR MISSION and COMMITMENT

Our mission is to build a self sustaining charitable sector. In fulfilling our mission, Public Outreach strives to provide its services in a way that respects the dignity and independence of people with disabilities. Public Outreach is committed to giving individuals with disabilities an opportunity equal to that given to others, to use or benefit from our services.

### DIVERSITY at PUBLIC OUTREACH

Public Outreach is an inclusive organization that is committed to creating and strengthening a welcoming and supportive environment for staff, donors, clients and the public. Public Outreach's success and strength of its culture is dependent upon embracing difference.

Public Outreach will strive at all times to value and respect donors, staff, clients and the public.

### POLICY GUIDELINES

Public Outreach is committed to providing excellence in serving all customers including people with disabilities.

#### Assistive Devices

Public Outreach will ensure that staff are trained and familiar with assistive devices that may be used by donors and clients with disabilities while accessing our services.

#### Communication

Public Outreach will communicate with people with disabilities in ways that take into account their disability. We will train our staff on how to communicate with the diverse donor and client community.

#### Service animals

Service animals are welcome on any parts of Public Outreach premises open to the public.

#### Support Persons

A person with a disability who is accompanied by a support person is welcome to have that person accompany them on our premises.

#### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Public Outreach will notify customers promptly. This clearly posted notice will include information about the reason for the disruption and alternative facilities or services, if available.

The notice will be placed online at [www.publicoutreachgroup.com](http://www.publicoutreachgroup.com) and at 347 College Street, Toronto, ON M5T 2V8

## **Training**

Public Outreach will provide training on customer service accessibility standards to staff and others that support the communities we serve.

Training will include:

- An overview of the requirements of the customer service standard;
- Public Outreach's 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 support person;
- How to use assistive devices provided by Public Outreach; and
- How to assist a person with a disability that is experiencing difficulty accessing Public Outreach premises or services.

Staff will also be trained when changes are made to the plan.

## **Feedback process**

We welcome feedback regarding this plan and its implementation. There are a number of ways feedback can be made:

- By telephone at 1 888 326-5535 x4001 or x4002
- In writing to Public Outreach  
Attn: Human Resources  
3rd Floor  
347 College St.  
Toronto, ON M5T 2V8
- Electronically to [humanresources@publicoutreachgroup.com](mailto:humanresources@publicoutreachgroup.com)

All feedback will be directed to the Human Resources Director, and those providing feedback can expect to receive a response within 15 business days.

The Accessible Customer Service Plan will be available to members of the public upon request, and in a format that takes into account a person's disability, if applicable. Notification of the availability of this documentation will be posted on our website.

## **Modifications to this or other policies**

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