




POLICY NAME:	Availability of Customer Service Documents – Customer Service Standards
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POLICY NUMBER:	ADMIN-HS-1.3	DEVELOPED / ISSUED BY: (Author / Owner of Policy)	David Smith, Program Director
DEPARTMENT:	Administration	APPROVED BY: (Name & Title)	Cynthia St. John, Chief Executive Officer
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PURPOSE:

Southwestern Public Health (SWPH) is required under the Accessibility for Ontarians with Disability Act to make its customer service standards available to the public upon request.

SCOPE:

This policy applies to all employees, volunteers, agents and others providing services on behalf of SWPH.

POLICY:

SWPH will ensure its Customer Service Standards are available to the public upon request.

PROCEDURE:

1. Documents Available in Accessible Formats:
 - a. SWPH will ensure that the following documents are available in accessible formats, upon request:
 - [Accessible Customer Service Plan](#)
 - Customer Service Standards - Policies and Procedures regarding Assistive Devices, Service Animals, Support Persons, Notice of Disruptions in Service and Feedback Process

2. Accessible Formats:

- a. When providing any of the Accessible Customer Service documents to a person with a disability, SWPH will provide the documents (free of charge) in a format that considers the person's disability within a reasonable timeframe that does not hold up programs and services delivery.

3. Providing Notice of Availability of Accessible Documents:

- a. SWPH will notify the public and other third parties about the availability of the Accessible Customer Service Documents by posting this information on our website at www.swpublichealth.ca or other social media platforms as required.
- b. Our notice will:
 - Indicate that these documents are available in accessible formats;
 - Provide a link to an electronic, plain-text version of these documents; and
 - Explain how to request alternate accessible formats of these documents.
- c. SWPH will also place a general notice in a conspicuous location(s) in its premises regarding the availability of the Accessible Customer Service Documents (e.g. SWPH lobbies).

4. Requests for Accessible Customer Service Documents:

- a. Requests for copies of the Accessible Customer Service Documents may be made in person, by telephone, in writing or via email directed to the attention of SWPH's Office Manager at:

Southwestern Public Health
1230 Talbot Street
St. Thomas, ON
N5P 1G9
519-631-9900 ext.: 1244
Accessibility@swpublichealth.ca

- b. When a request is received, SWPH will:
 - Ask the person making the request if he/she requires the requested document in an alternate format because of his/her disability and, if so, ask the person's preferred format;
 - **Produce the document in the requested alternate format, as soon as possible, confirming that the alternate format is acceptable; or**
 - If the requested alternate format cannot be readily produced, SWPH's Office Manager will consult with the person making the request to determine a different alternate format that is acceptable. When the person receives the document, the Office Manager will confirm that the alternate format is acceptable to that person.
- c. SWPH's Office Manager will make every reasonable effort to ensure

requests for alternate accessible formats of Accessible Customer Service Documents do not take significantly longer than requests for the same documents in standard print.

DEFINITIONS:

Disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature

COMPLIANCE:

Failure to comply with this policy and any associated procedures may result in appropriate disciplinary measures.

RELATED DOCUMENTS

[Accessible Customer Service Plan](#)

REVIEWED BY/CONSULTED WITH:

Vanda Ostojic-Middel, April 29, 2019