



## **GRSM Accessible Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

**GRSM** is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

#### **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 a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons or will be charged to the support person for admission to GRSM's premises.

We will notify customers of this through a notice posted on our premises and on our website.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities GRSM will notify customers promptly. This clearly posted 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.

The notice will be placed at the clinic premises and on our website.

#### **Training**

GRSM will provide training to all employees, consultants, volunteers and others who deal with the public or other third parties on our behalf.

This training will be provided to staff as part of their orientation during their probationary period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- GRSM'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 a support person.



- What to do if a person with a disability is having difficulty in accessing GRSM's goods and services.
- Staff will also be trained when changes are made to your accessible customer service plan.

### **Feedback process**

Customers who wish to provide feedback on the way GRSM provides goods and services to people with disabilities can do so via e-mail, verbally, or by completing the Feedback Form.

All feedback, including complaints, will be directed to the Human Resources Generalist and/or Business Manager.

Customers who provide feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

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

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