

COBOURG DEVELOPMENT SERVICES LTD. Accessible Customer Service Plan

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities	Date of Issue: March 25, 2020

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities Plan

Cobourg Development Services Ltd. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staffs are trained and familiar with various assistive devices 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, CDS Ltd., located at 897 Bell Blvd, Belleville Ontario 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.

Training for staff

CDS Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

Administration, Managers, Office Personnel, and Field Personnel

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's.
- CDS Ltd. 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 CDS Ltd.'s goods and services.
- How to use any Equipment related.

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

Feedback process

Customers who wish to provide feedback on the way CDS Ltd. provides goods and services to people with disabilities can e-mail, to admin@cds-ltd.ca. All feedback will be directed to HR Manager. Customers can expect to hear back in 5 days. Complaints will be addressed according to our organizations regular complaint management procedures.

Modifications to this or other policies

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

FEEDBACK FORM

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Please describe your concerns:
Please help us with necessary accommodation required:

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Please describe your concerns:
Please help us with necessary accommodation required:

Please save and email completed form to admin@cds-ltd.ca