



London Small Business Centre – Accessible Customer Service Policy

Providing Goods and Services to People with Disabilities

The Small Business Centre is committed to excellence in serving all customers including people with disabilities. Services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all of its customers. The provision services to persons with disabilities will be integrated wherever possible. Persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

Assistive devices

We will ensure that our staff is trained on how to interact with people with disabilities who use an assistive device or who require the assistance of a service animal. It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Communication

We will communicate with people with disabilities in ways that demonstrate respect and dignity.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities that may present additional problems for customers with disabilities the Small Business Centre 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 entrance to the premises, and registered participants will be notified by email. Clients can learn about services online, by phone, or by coming into the office.

Training for staff

The Small Business Centre will provide accessibility training to employees, within the first 3 months of their hire date.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the customer service standard and Human Rights Code
- 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 The Small Business Centre's services

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

Feedback process

The ultimate goal of this Policy is to meet service delivery expectations in a way that is inclusive toward individuals with disabilities.

Comments on how well The Small Business Centre is meeting those expectations are welcome and appreciated. Any questions and/or concerns can be directed to Stephen Pellarin, Executive Director, by telephone: (519)-659-2882 x. 226; e-mail: spellarin@sbcentre.ca; or in person by arranging an appointment.

Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. Feedback/response will be in a format that is accessible to the complainant.



Stephen Pellarin
Executive Director
Reviewed: July, 2020