



CUSTOMER SERVICE PLAN

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with AOM members and members of the public on how to interact and communicate with people with various types of disabilities.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal to the parts of our premises and AOM hosted events that are accessible to AOM members and/or members of the public.

We will ensure that all staff dealing with members and with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the publically accessible portion of the AOM's premises or AOM hosted events with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to that support person while on our premises or while at AOM hosted events.

Notice of Temporary Disruption

We will provide AOM members and members of the public with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services if available.

Training for Staff

We will provide training in accessible service to all staff.

For all staff who provide reception service as part of their position, this training will be provided within one month of their start date or the date this policy takes effect. For the remaining staff members, this training will be provided within three months of their start date or the date this policy takes effect.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having trouble accessing the Association of Ontario Midwives' services
- The Association of Ontario Midwives' policies, practices and procedures relating to the Customer Service Policy

Applicable staff will be trained on the policies, practices and procedures that affect the way services are provided to people with disabilities. Staff training will be upgraded when changes are made to these policies, practices and procedures.

Feedback Process

A goal of the Association of Ontario Midwives is to meet and surpass expectations when serving people with disabilities. Comments regarding how well this goal is being met are welcomed and appreciated.

Feedback regarding the way we provide service to people with disabilities can be submitted either in person, by telephone, by email or by mail. All feedback will be directed to the Director, Finance and Operations and customers can expect to receive a response to their comment within two weeks of their feedback being received.