



Accessible Customer Service Plan

Providing Goods and Services to Persons with Disabilities

The Otonabee Region Conservation Authority (ORCA) is committed to excellence in serving all customers including people with disabilities. This Plan will be implemented respecting the ORCA's Accessible Customer Service Policy (October 20, 2011).

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 permitted in 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. Service fees will be waived for support persons who accompany persons with disabilities.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The Otonabee Region Conservation Authority will notify customers promptly. This 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 on our website and at our administrative office and other areas as required.

Training

The Otonabee Region Conservation Authority will provide accessible customer services training to employees, volunteers and others who deal with the public or other third parties, on our behalf, as soon as practicable.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- ORCA'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 ORCA's goods and services

Staff will also be trained when substantial changes are made to the accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the manner in which ORCA provides goods and services to people with disabilities can write, telephone, fax or email feedback to the attention of:

Manager, Corporate Services
The Otonabee Region Conservation Authority
250 Milroy Drive
Peterborough, ON K9L 1X3
Phone: (705) 745-5791 Ext. 201
Fax: (705) 745-7488
Email: dsanderson@otonabee.com

Feedback forms are available on our website and at reception.

All feedback, including complaints, will be reviewed and responded to within 15 business days.

Modifications to this or other policies

ORCA policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.