

Ark Aid Street Mission

Accessible Customer Service Plan

1. Training
 1. Use the Training manual within two (2) weeks of starting or when changes to the policy have been made.
2. Notice of Temporary Disruptions
 1. When the handicap washroom is out of service, print the “Out of Service” notice and post it both at the front door and at the washroom area as soon as possible.
 2. For interruptions of longer than two days duration the notice will be posted on the home page of the website.
3. Assistive Devices
 1. There are over 8000 types of assistive devices, so staff/volunteers will need to exercise wisdom and compassion in assessing each person's need as outlined in the training manual.
 2. The main types of devices encountered here are wheelchairs, walkers, canes, and hearing aids. Space will be cleared for mobility devices and discretion will be used in seating persons with their friends if possible.
 3. For the evening meal, those with mobility devices will be permitted to choose their menu, preferably while others are being seated, if they so choose.
 4. Care will be taken to ensure that help in carrying food trays, etc is provided to those with mobility issues.
 5. Tutoring: We will do our best to access learning materials and skilled tutors to assist those with learning disability.
 6. Computer: A computer station accessible to those with mobility issues will be provided. Software will be provided to assist those with visual impairment. We will do as much as we reasonably can to provide comparable instruction.
 7. Arkware Assistance will be provided to reach items on high shelves or hooks.
 8. Some persons acquire assistive devices thinking it will provide an advantage in accessing our services. Care must be taken so that legitimate needs are not overlooked while attempting to screen those who may be scheming. If suspicions arise about a person's use of an assistive device, the concern should be directed to the Assistant or Executive Director who will assess the situation and convene a private discussion with the particular person to determine their actual needs. Until that is done, staff and volunteers should follow the procedure for dealing with a legitimate need.
 9. For those with hearing aids or other barriers to communication, see the communication policy.
4. Service Animals
 1. Service animals are allowed in all parts of the building under normal operating conditions except the kitchen.
 2. Where there is need to exclude an animal, the staff or volunteer will ascertain from the person how best to provide assistance. In these circumstances, the person using a service animal is expected to make arrangements for the animal to be supervised.
5. Support Persons
 1. Support persons will accompany a person with disability and are welcome to receive the same services as their client.
6. Communication
 1. Writing material will be available for ready communication with those with hearing impairment.

Ark Aid Street Mission

2. A roster of staff and volunteers who speak languages other than English and know sign language will be kept and whenever possible a relevant person will be provided to assist in communication.
7. Feedback
 1. Persons with a disability may provide feedback verbally to a staff member, by letter or email.
 2. All feedback will be reviewed and assessed whether our policy and practice can be improved.
 3. Response to the person providing the feedback will be responded to within five (5) working days.

Nov 2011