

Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service Standards

In fulfilling our mission, Lumacare is committed to providing services at all times in a way that respects the dignity and independence of all people including those with disabilities. We are also committed to giving people with disabilities opportunities to access and benefit from our services, in the same way as other clients.

Lumacare employees are committed to carrying out our functions and responsibilities considering the disabilities that an individual may have and/or accommodation they may require including communication; telephone services; assistive devices; support people and service animals.

- We are committed to taking a person's disability into account when communicating with them.
- We are committed to providing fully accessible telephone service to our clients. We will offer to communicate with clients by email, fax or letter if telephone communication is not suitable to their communication needs or is not available.
- We are committed to accommodating those individuals who use assistive devices to be able to obtain, use or benefit from our services.
- We are committed to providing invoices in many formats to all of our clients' e.g. hard copy, large print, e-mail etc. We will answer any questions clients may have about the content of the invoice in person, by telephone or email.
- We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Where the animal is excluded by law from our premises, Lumacare will ensure that alternate measures are available to enable the person to access our services.
- We are committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
- We are committed to providing clients with notice in the event of a planned or unexpected disruption in the facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises, on our website, and robot calls will be made.

- We are committed to continuously improving our programs, services, protocols and processes based on the feedback from our clients with disabilities

Training:

Lumacare will provide training on accessibility to all employees and volunteers. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Interacting and communicating with people who have various types of disabilities including speaking in clear and plain language over the telephone.
- Information on various assistive devices that may be used by clients with disabilities.
- How to interact with people who are accompanied by a service animal or a support person.
- Policies, practices and procedures that affect the way services are provided to people with disabilities.

Feedback Process:

Lumacare goal is to meet our client's expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Complaints will be addressed according to protocols of Lumacare' s complaint management system.

If a client has a question, issue, compliment or complaint, they can contact us using one of the methods below:

Phone : 416 393 5510

Email : feedback@lumacare.ca

Address: Lumacare

Attn: Quality & Risk Mitigation

115 Deerhide Crescent,

North York, Ontario

M9M 2Z2