

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Elisha House Pregnancy and Family Support Centre (hereafter “Elisha House”) is committed to excellence in serving all customers including people with disabilities.

Assistive devices:

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication:

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

Prospective clients will be asked if they require assistance for any disabilities when they complete the Prospective Client Intake. Clients who require wheelchair accessibility will be informed that our buildings are currently not wheelchair accessible, and will be referred to Niagara Life Centre in St. Catharines.

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. Fees will not be charged for support persons.

Notice of temporary disruption:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Elisha House 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 reception desk and on the website (www.elishahouse.on.ca)

Training:

Elisha House will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Feedback process:

Customers who wish to provide feedback on the way Elisha House provides goods and services to people with disabilities can:

- Phone, email, or write a letter to the Executive Director
- Fill out a Client Services Evaluation Survey; these are distributed to all clients upon termination of services, and are available on our website
- Fill out a Random Client Survey

All feedback, including complaints, will be reviewed by the Executive Director.

Customers who desire a response can expect to hear back within 3 business days.