

## Accessibility Standard #AS-1.1

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### **Accessibility Standard for Customer Service**

Approved on: December 5, 2011

Reviewed: April 16, 2019

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Reviewed: May 28, 2026

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#### **Policy Statement**

Autism Services Incorporated of Windsor and Essex County is committed to excellence in serving all customers including people with disabilities.

#### **Assistive Devices**

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 goods or services.

#### **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 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.

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (summer program, resource library, workshops) ASI 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 posted at the school where the summer program is being held, our office at 3640 Wells Street, Windsor ON, and on our web site.

#### **Training for Staff**

ASI will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained: Administration, Summer Program Director, Supervisors, Support Workers, and Volunteers.

All training will be provided within one month after their hire date.

**Training will include:**

- An overview of the Accessibility of Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ASI'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
- How to use augmentative communication devices available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing ASI's goods and services

Staff will also be trained when changes are made to our plan.

**Feedback Process**

Customers who wish to provide feedback on the way ASI provides goods and services to people with disabilities can do so by e-mailing or verbally.

All feedback will be directed to the Administrator.

Customers can expect to hear back within 7 business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

**Modifications to this or Other Policies**

Any policy of Autism Services Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.