

# **AFRICAN COMMUNITY SERVICES OF PEEL**

## **AODA POLICY AND GUIDELINES**

African Community Services of Peel (ACS) is committed to full compliance with and implementation of the Accessibility for Ontarians with Disabilities Act and has committed to put in place, policies and actions to improve opportunities and services for clients with disabilities.

### **Statement of commitment**

ACS believes in integration and equal opportunity and is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility.

### **Customer Service Standard**

ACS is committed to excellence in serving all customers including persons with disabilities and has committed to:

- Consider a client's disability when communicating with them
- Allow assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- Allow service animals
- Welcome support persons
- Let clients know when accessible services are not available
- Invite clients to provide feedback
- Continuous improvement and training