



Subject **Accessibility standards for client services**

Section **Administration**

Code **AD- 23**

Adopted **January 28, 2013**

Revised **December 17, 2014**

Statement

CAP is committed to providing excellent services to all its clients, including those with disabilities.

Guiding principles

CAP is committed to constantly improving accessibility and eliminating obstacles in order to ensure greater equity for all.

CAP is committed to offering people with disabilities the same access to services, in the same locations and the same fashion it offers its services to anyone else.

Policy requirements

CAP carries out its functions and responsibilities, namely by:

- Training employees to be familiar with the various assistive devices available to people with disabilities so that they can access services;
- Taking into account their disability when communicating with people with disabilities;
- Welcoming people with disabilities and their service animals in publicly accessible areas;
- Offering a person with a disability the opportunity to be accompanied by a support person when receiving services;

- Informing clients promptly of temporary disruptions to services or facilities for people with disabilities;
- Providing ongoing training to employees and new employees once they've completed their first 60 days. The training will cover the following subjects:
 - 1) An overview of accessibility laws for people with disabilities and of the requirements of customer service standards;
 - 2) The accessibility plan for client services;
 - 3) How to interact and communicate with people with various disabilities;
 - 4) How to interact with people with disabilities who use an assistive device or aid, or who require a support animal or person;
 - 5) What to do if a person with a specific disability has difficulty accessing services.
- Allowing clients who wish to do so to provide feedback and comments on CAP services to the executive director or their representative, either by email, verbally, or through the feedback box. Feedback and complaints are answered within 60 business days from the day they are received.

Modifications to policies

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