



**TIMES CHANGE**  
WOMEN'S EMPLOYMENT SERVICE

## **ACCESSIBILITY STANDARD FOR CLIENT SERVICE**

Times Change Women's Employment Service Inc. (Times Change) is committed to excellence in serving all clients including people with disabilities.

### **Assistive Devices**

Times Change will ensure that relevant staff and volunteers are trained and are familiar with the available assistive devices that may be used by clients with disabilities while accessing our services.

### **Communication**

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

### **Service Animals**

Times Change welcomes 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 clients with disabilities, Times Change will notify clients promptly. Clearly posted notices 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 1003 - 365 Bloor Street East, Toronto, Ontario.

### **Training for Staff**

Times Change will provide training to staff, volunteers and others who deal with the public or other third parties on their behalf. Training will include an overview of the Accessibility for Ontarians with Disabilities Act, 2005. This training will be provided to staff and volunteers when they are hired.

**Feedback Process**

Clients who wish to provide feedback on how Times Change provides services to people with disabilities can do so in writing through e-mail or letter.

All feedback should be directed to [women@timeschange.org](mailto:women@timeschange.org) and will be shared with all Collective Members. Clients can expect to hear back within 10 business days.

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

**Modifications to This or Other Policies**

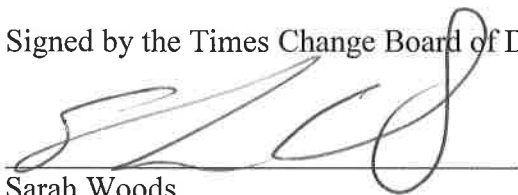
Any policy of Times Change Women's Employment Service that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**AODA Training: Accessibility for Ontarians with Disabilities**

Follow the link below to complete the online training requirement.

<http://www.mcass.gov.on.ca/en/serve-ability/04.aspx>

Signed by the Times Change Board of Directors:

  
Sarah Woods

Date: Feb. 27 2015

  
Ann Patterson

Date January 27, 2015