



## **Accessible Client Service Plan**

FIREFLY is committed to excellence in serving all clients including people with disabilities.

### Assistive Devices

FIREFLY will ensure that staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

### Communication

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

### Service Animals

FIREFLY welcomes people with disabilities and their service animals.

### Support Persons

FIREFLY welcomes people with disabilities and their support persons.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, FIREFLY will notify clients promptly. This notice will be clearly posted and 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 entry to all FIREFLY offices in the communities we serve.

### Training

FIREFLY provides training to all employees and volunteers who deal with the public. The training is part of our staff orientation program and includes the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing FIREFLY services.

Staff/volunteers will receive further training should changes be made to this plan.

## Feedback Process

Clients who wish to provide feedback on the way FIREFLY provides services to people with disabilities can complete the *Accessible Services for Persons with Disabilities Feedback* form located on the Agency website: [www.fireflynw.ca](http://www.fireflynw.ca)

or contact: Karen Ingebrigtson  
Chief Executive Officer  
807-467-5440

Clients can expect to hear back within 5 working days of submitting their feedback or complaint.

## Policy Modifications

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