

APPENDIX 1



ACCESSIBLE CUSTOMER SERVICE PLAN

The John Noble is committed to excellence in serving all customers including people with disabilities. Employees will consider a person's disability when communicating with them at all times.

The Accessible Customer Service Plan will be posted at the Reception area.

Assistive devices:

The Home allows assistive devices in the workplace, such as wheelchairs, walkers and oxygen tanks. Management will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication:

The Home will communicate with people with disabilities in ways that take into account their disability. The Home's website content will comply with the WCAG 2.0, Level A standards.

Service animals:

The John Noble Home 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 visitor/volunteer 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, the John Noble Home will notify any persons affected 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. (Appendix 2)

Feedback process:

All those who wish to provide feedback can complete a **Compliment/Complaint Form** located at the front entrance and common areas throughout the Home. Individuals can request an alternative format be provided and staff will form a plan to meets their specific needs.

All feedback will be directed to the Administrator of the Home.

Individuals can expect to hear back in ten business days.

Complaints will be addressed according to the John Noble Home's regular complaint management procedures.