



☎ 519-837-0080  
📠 519-822-1185  
🌐 [www.steppingstonegw.com](http://www.steppingstonegw.com)  
📍 23 Gordon St, Guelph,  
ON N1H 4G9

## Accessible Customer Service Policy

All goods and services provided by Stepping Stone shall follow the principles of dignity, independence, integration and equal opportunity.

### The Provision of Goods and Services to Persons with Disabilities

Stepping Stone will make every reasonable effort to ensuring that all clients receive the same value and quality; allowing clients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk; using alternative methods when possible to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner; taking into account individual needs; and communicating in a manner that takes into account the client's disability.

### The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Stepping Stone.

### The Use of Guide Dogs, Service Animals and Service Dogs

A client with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

### The Use of Support Persons

If a client with a disability is accompanied by a support person, Stepping Stone will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person. Confidentiality will be addressed with each client requiring use of a support person.

### Notice of Service Disruptions and Client

Feedback In the event of a service disruption to facilities or services that client's with disabilities rely on to access or use Stepping Stone's goods or services, reasonable efforts will be made to provide advance notice and clients will be accommodated in the absence of the service to the best of their ability. Feedback Stepping Stone shall provide clients with the opportunity to provide feedback on the service provided to clients with disabilities.



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## Training

All staff, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Stepping Stone will be provided with AODA training and how it is applicable to Stepping Stone and their clients.

## Feedback Process

Stepping Stone shall provide clients with the opportunity to provide feedback on the service provided to client with disabilities. Information about the feedback process will be readily available to all clients and notice of the process will be made available by the organization's website or contacting the general phone number. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

### Submitting Feedback:

Clients can submit feedback to:

- General Information at Stepping Stone or Human Resources
- 519- 837-0080
- [info@steppingstonegw.com](mailto:info@steppingstonegw.com) or [hr@steppingstonegw.com](mailto:hr@steppingstonegw.com)

## Notice of Availability and Format of Required Documents

Stepping Stone shall notify clients that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the client's disability.