



English Language Tutoring for the Ottawa Community *Volunteers Helping Newcomers*

Updated and Approved by the Board of Directors February 2019

English Language Tutoring for the Ottawa Community (ELTOC) **Accessible Customer Service Policy** **in compliance with the Accessibility for Ontarians with Disabilities Act (AODA)**

Background Information

English Language Tutoring for the Ottawa Community (ELTOC) is a non-profit organization that provides individualized and accessible English as a Second Language (ESL) home-based tutoring to eligible adult newcomers who cannot attend regular ESL classes, thereby helping them gain the confidence and community ties that will help them integrate into Canadian society.

The language instruction is provided by volunteer tutors and two independent contractors (TESL teachers) in the students' homes. The front-line work of the tutors is supported by five paid employees and one part-time office volunteer who work out of the ELTOC office which is located at 404 McArthur Avenue in Ottawa. The building houses a number of other charities. Additional support, bookkeeping and technology, is provided by two part-time independent contractors.

ELTOC's "Customers" include the following:

- Parties referring students to the program - referrals are almost always made by phone.
- ELTOC students - All language instruction is delivered in the student's home or another accessible location, i.e. local library. Most ELTOC students do not need to come to the ELTOC office.
- Volunteers - Volunteers are considered "English Language Tutors" and attend training sessions, workshops, meetings and other events at the ELTOC office. Tutors occasionally come to the ELTOC office to access the resource library. Most of the ongoing communication between the ELTOC staff and volunteer Tutors takes place either over the phone or by email.
- Walk-in "customers" - Occasionally an individual will come into the office directly to make enquires about ELTOC's program and/or make a referral.

ELTOC's Accessible Customer Service Policy

ELTOC is committed to serving all its customers including persons with disabilities and will do so to the best of its ability according to the Ontario Human Rights Code and following the core principles embodied in the AODA; independence, dignity, integration and equality of opportunity.



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- **Assistive Devices**

Persons requiring assistive devices including canes, walkers, wheelchairs and oxygen tanks are welcome and will never be restricted from entering the ELTOC office. The ELTOC office and the building that houses the office are wheelchair accessible. Persons who need help entering the building can call for assistance via a dial-up intercom system located outside the building or by phoning the ELTOC office directly.

- **Service Animals**

Persons accompanied by a service animal are welcome and will be served by ELTOC.

- **Support Persons**

A support person who may be accompanying a person with a disability is welcome and will never be restricted from entering the ELTOC office or an ELTOC event. If ELTOC is holding a paid event (such as a fundraiser) there will be no charge for the support person.

- **Communication**

ELTOC employees and volunteers will endeavour to communicate with persons with disabilities in a manner that takes into account an individual's specific disability(s).

Temporary Disruption of Accessible Services

In the event of a planned or unexpected disruption of services/accessibility ELTOC will post a notice indicating the nature of, reason for and expected duration of the disruption outside the office and at other locations deemed appropriate (e.g the website).

Employee and Volunteer Training

ELTOC Staff

ELTOC Staff positions include the following:

- Executive Director/Program Co-ordinator
- ESL Education Counsellors
- Administrative Assistant

Accessible customer service training is to be provided to all newly hired staff as part of the orientation training.



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Training to include:

- Review of ELTOC's Accessible Customer Service Policy (a hard copy of the policy is to be provided to the employee)
- Review of guidelines for interacting and communicating with persons with disabilities provided on the Ontario Ministry of Community and Social Services website, and at www.accessforward.ca
- Complete the Accessibility for Ontarians with Disabilities Act (AODA) online training: <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version>

Volunteers (tutors, board members and office volunteers)

ELTOC's Accessible Customer Service Policy will be reviewed during the volunteer orientation and a hard copy provided. The ELTOC Accessible Customer Service Policy is posted on the ELTOC website.

Board members will be expected to complete the Accessibility for Ontarians with Disabilities Act (AODA) online training: <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version> in compliance with the AODA as part of their orientation to the organization.

Customer Feedback Process

Customers who wish to provide feedback on the way in which ELTOC provides services to people with disabilities can do so in whatever way is most convenient for the customer (email, phone call, letter or in person). ELTOC staff will endeavour to address any concerns. Concerns which are not addressed to the customer's satisfaction should be taken to the Executive Director.

Modifications to this and other policies

Any policy of ELTOC that does not comply with the accessible customer service provisions of the AODA will be modified or removed. Staff will be informed of any changes made to ELTOC's Accessible Customer Service Policy.