

Osteoporosis Canada Accessible Customer Service Policy

Providing Goods and Services to People with Disabilities.

Osteoporosis Canada is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communications

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

Service Animals

We welcome people with disabilities and their service animals to the parts of our premises that are open to the public.

Support Persons

Persons with a disability and their support person are welcome at our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities, Osteoporosis Canada will notify customers as soon as possible. This notice of disruption will be posted on our website (www.osteoporosis.ca) and phone line (416-696-2663 or 1-800-463-6842). We will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

Osteoporosis Canada will provide training to employees, volunteers 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 and the requirements of the customer service standard
- Osteoporosis Canada's plan related to the customer services 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 Osteoporosis Canada's goods and services

Feedback process

Customers who wish to provide feedback on the way Osteoporosis Canada provides goods and services to people with disabilities should contact the President and CEO or tell any staff member or volunteer.

All feedback will be directed to the President and CEO, Dr. Famida Jiwa. Customers can expect to hear back in 7 business days.

Phone number: 416-696-2663 ext. 250 or 1-800-463-6842

Email: fjiwa@osteoporosis.ca

Modifications to this or other Policies

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