



## **CUSTOMER SERVICE POLICY - AODA**

### **1. POLICY STATEMENT:**

India Rainbow Community Services of Peel (IRCS) is committed to eliminating barriers and improving accessibility for persons with disabilities. We are committed to giving people with disabilities the opportunity to access our goods or services in a manner that respects dignity, independence, integration and equal opportunity.

### **2. PURPOSE:**

To ensure all IRCS's programs and services are accessible to everyone in the community in accordance with the accessibility standards established by the AODA.

### **3. SCOPE:**

This policy applies to all IRCS staff, volunteers, student placements and other third parties who deal with the public on behalf IRCS.

### **4. PROCEDURE:**

#### **4.1. Communication with Persons with Disabilities**

4.1.1. When communicating with a person with a disability, IRCS will do so in a manner that takes into account the person's disability.

#### **4.2. Assistive Devices**

4.2.1. A person with a disability may provide their own assistive device for the purposes of obtaining, using and benefiting from IRCS's goods and services that are made available to its clients.

#### **4.3. Service Animals**

4.3.1. IRCS is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from IRCS premises, IRCS will ensure that alternate means are available to enable the person with a disability to access IRCS's programs and services.

#### **4.4. Support Persons**

4.4.1. IRCS is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. In the event that a fee is charged in relation to a support person's presence on IRCS premises or to attend an IRCS-sponsored event, advanced notice of the fee will be provided.

# Customer Service Policy Manual

**Richard E. Kopelman**



## **Customer Service Policy Manual:**

### **Creating and Updating an Employee Policy Manual: Policies for Your Practice** American Dental

Association,2016-06-01 This resource helps dental practices develop an office policy manual Includes sample policies forms and worksheets to help craft the perfect policy for your dental employee handbook With 99 sample dental office policies sample dental job descriptions templates for forms worksheets and checklists and explanations of at will employment Also offers information on dental staff training including OSHA and HIPAA *Practitioner's Handbook of Risk Management for Water & Wastewater Systems* Gordon Graham,Paul Fuller,2021-11-23 Real risk management is predicated on the eventuality of human erraticism and therefore necessitates the design of resilient systems such as control measures policies procedures processes rules checklists and protocols to protect organizations against unpredictability However these systems aren't enough to prevent tragedies they must be paired with an organizational culture that drives employee understanding adherence questioning and enforcement of these systems Success is conditioned on this interdependent relationship meaning employees do the right thing the right way every time as they unequivocally support the underlying rationale of their organizational systems mission and purpose This dynamic inculcated way of thinking is intrinsic to high reliability organizations and should be the aspiration of all executives managers and supervisors Authors Gordon Graham and Paul Fuller impart a wide range of practical information on resilient systems as these thoughtfully designed protocols kept up to date and properly implemented serve to minimize organizational risk in the water and wastewater industry Features Offers guidance for organizations to maximize service enhance safety and minimize liability Presents fundamental background on risk systems risk management as well as factors leading to industrial tragedies and how to avoid or mitigate them Includes practical examples to demonstrate the necessary steps to transform a water facility into a highly reliable and safe organization Centering on organizational risk management Practitioner's Handbook of Risk Management for Water Wastewater Systems provides the investigative tools for risk assessments and risk frequency matrixes to effectively recognize and prioritize the thousands of risks facing professionals working in the water and wastewater industry today *A review of hospital billing and collections practices* United States. Congress. House. Committee on Energy and Commerce.

Subcommittee on Oversight and Investigations,2004 **IT Manager's Handbook** Bill Holtsnider,Brian D. Jaffe,2012-03-30

IT Manager's Handbook Third Edition provides a practical reference that you will return to again and again in an ever changing corporate environment where the demands on IT continue to increase Make your first 100 days really count with the fundamental principles and core concepts critical to your success as a new IT Manager This is a must read for new IT managers and a great refresher for seasoned managers trying to maintain expertise in the rapidly changing IT world This latest edition includes discussions on how to develop an overall IT strategy as well as demonstrate the value of IT to the company It will teach you how to manage your enterprise's new level of connectivity with a new chapter covering social

media handheld devices and more implement and optimize cloud services to provide a better experience for your mobile and virtual workforce at a lower cost to your bottom line integrate mobile applications into your company s strategy and manage the money including topics such as department budgets and leasing versus buying You will also learn how to work with your customers whomever those might be for your IT shop hire train and manage your team and their projects so that you come in on time and budget and secure your systems to face some of today s most challenging security challenges This book will appeal to new IT managers in all areas of specialty including technical professionals who are transitioning into IT management Manage your enterprise s new level of connectivity with a NEW chapter covering social media handheld devices and more Implement and optimize cloud services to provide a better experience for your mobile and virtual workforce at a lower cost to your bottom line Integrate mobile applications into your company s strategy Manage the money including topics such as department budgets and leasing versus buying Work with your customers whomever those might be for your IT shop Hire train and manage your team and their projects so that you come in on time and budget Secure your systems to face some of today s most challenging security challenges      Customer Service Handbook Valerie H. Lunden,2009-04-01 This book discusses the why when and how to offer customer service the right way The right way produces companies that know how to extend their business life and expand future profits The wrong way produces companies that treat their customers as transitory and in the process become transitory themselves Providing high quality service is optional but always advisable Service delivery is that all important bridging device that establishes positive associations between customers and the brand of an organization The efforts to win over customer loyalty begin well before the purchase is made and continue indefinitely When presented as part of a series of deliberate expectations high quality customer service delivers greater brand recognition improves customer retention and builds company longevity      **Ethics for Massage Therapists** Terrie Yardley-Nohr,2007 This text gives instructors and students a structured format for teaching and learning ethics and standards of practice for massage therapy Discussion topics include core industry standards of practice laws morals rules and regulations It is an ideal textbook for ethics courses in massage therapy programs and prepares students for the ethics questions on the National Certification Exam The book guides students through the process of putting ethical standards into practice and explains what is expected of them in a professional setting Role playing exercises and example scenarios prepare students for situations and dilemmas that arise in practice      **CGL Policy Handbook** Britton D. Weimer,Andrew F. Whitman,Clarance E. Hagglund,Arlene Jorgensen Hillestad,2011-12-13 CGL Policy Handbook Second Edition offers plain language analysis of the complex points of the CGL policy language and case law focusing on issues where the terminology is subject to more than one interpretation Whether you represent policyholders or insurers you ll find the practical guidance you need to resolve coverage issues faster and prepare or defend claims more effectively This comprehensive manual provides outstanding analysis of how CGL policy may integrate with many other primary liability policies and umbrella

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**Improving Organizational Performance** Richard E. Kopelman,2019-12-06 This book presents the Cube One framework which provides a basis for understanding diagnosing and improving organizational performance It is based on the premise that successful organizations enact practices that satisfy three key constituents the enterprise itself customers and employees This book offers a uniquely empirical approach by examining enterprise customer and employee directed practices Validity evidence is provided by survey research studies of financial metrics and the analysis of cases involving well known organizations such as Google Four Seasons and Mayo Clinic The Cube One framework is equally applicable to organizations in the for profit nonprofit and government sectors After reading this book students and scholars as well as organizational practitioners in the fields of organizational behavior and management will find a practical approach to improving organizational performance

*Operations Management* Joel D. Wisner,2016-06-20 Finally an operations management book to get excited about Operations Management A Supply Chain Process Approach exposes students to the exciting and ever changing world of operations management through dynamic writing application and cutting edge examples that will keep students interested and instructors inspired Author Dr Joel Wisner understands that today s students will be entering a highly competitive global marketplace where two things are crucial a solid knowledge of operations management and an understanding of the importance for organizations to integrate their operations and supply chain processes With this in mind Wisner not only provides a clear and comprehensive introduction to operations management but also gives attention to the important processes involved in linking firms operations in a supply chain environment

The Theory of Constraints Robert E. Stein,1997-02-14 Aiming to change the paradigms of traditional management strategies this work attempts to create an improved platform within the total quality management umbrella for supporting the profit motive by offering hands on instructions for applying the theory of constraints in the manufacturing system The book provides updated information in each area

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