



Staff Training

De Novo Treatment Centre will provide Training to employees, students, volunteers and others who deal with clients, the public or other third parties on our behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service 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 requires the assistance of a service animal or a support person.
- How to assist with the equipment or devices available that may help with providing services to people with Disabilities.
- How to assist a person who is having difficulty in accessing De Novo Treatment Center programs and services.

Employees will also be trained on an ongoing basis when changes are made to these policies and procedures.

De Novo is an *alcohol and drug* treatment service operated as a *partnership* between management and *unionized members* of Ontario's construction trades.

We provide free assessment, *referral, residential treatment* and recovery support.



De Novo Treatment Centre
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Toll Free: 1 (800) 9DeNovo (933-6686)
Fax: (705) 384-1509
Email: mlloyd.denovo@bellnet.ca
Web: www.denovo.ca

Availability of Documents

De Novo Treatment Centre will make available any document required under the Accessible Customer Service Standard, Ontario Regulation 429/07 (O.Reg 429.07) within ten (10) business days of request and will do so in the requested manner that supports a person's communication needs.



Accessible Customer Service

DE NOVO TREATMENT CENTRE

[a new beginning]

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément



In fulfilling our vision, De Novo Treatment Centre strives at all times to provide its programs and services in a way that respects the dignity and independence of people who have a disability.

Here at De Novo, we strive “to be the recognized leader for drug and alcohol treatment in the construction industry of Ontario, and to provide the highest standard of care.”



Assistive Devices

De Novo Treatment Centre will ensure that staff support is provided by staffing familiar with assistive devices that may be used by people who are accessing our programs. These supports may be provided through third party support services.

Communication

De Novo Treatment Centre will communicate with people who have disabilities in ways that take into account their specific communication needs.

Service Animals

De Novo Treatment Centre welcomes people who have disabilities and their service animals.

Support Persons

De Novo Treatment Centre welcomes people with disabilities and their support persons.

Feedback Process

Clients, advocates or family members who wish to provide feedback on the way De Novo Treatment Centre provides support and services to people with disabilities are welcome to do so at any time by any of the following methods:

- In person ○ By telephone
- In writing ○ By email

All feedback will be directed to Marie Lloyd, Executive Director (mlloyd.denovo@bellnet.ca). For feedback where the client wishes to be contacted, De Novo Treatment Centre will respond as soon as possible, in writing, in person, by email or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.

Complaints will be addressed according to our agency’s regular complaint management procedures.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, De Novo Treatment Centre will notify clients 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.

De Novo Treatment Centre will post service disruption notices at conspicuous places at the location affected and will endeavor to communicate personally with all people who receive services and/or their families. This could include telephone, email, notice on website, letter, etc.