

PSSEO is committed to excellence in serving everyone including people with disabilities.

### **We focus on people's unique strengths & abilities.**

We invite anyone 16 years of age or over to access any of our Support Centres. You may wish to self-identify that you are experiencing an addiction or mental health issue, however we do not seek out that information. As well, PSSEO's Peer Support Staff strive to live out the many principles of recovery which include acceptance and therefore we are not in the position to judge. Since we have been there, we know what stigma is and what we are striving for is acceptance.

### **Our Guiding Principles are:**

- To represent and respect the input from those who access Peer Support.
- To be adaptable to the needs of the communities within South East Ontario.
- To empower people who are experiencing addiction or mental health issues at all levels of the organization.
- To provide equal access to all services, inclusive of French language .
- To operate in a transparent fashion.



#### **New Beginnings - Trenton Support Centre Monday-Friday 10am-3pm**

76 Dundas Street West , Trenton, ON K8V 6S3  
(613)-394-3449

#### **3 Doors Down – Picton Support Centre**

**Mon, Wed, Thurs, Fri 9:30am-2:30pm**  
333 Main Street, Picton, ON K0K 2T0  
(613)-471-1347



#### **Belleville Freedom Support Centre**

**Monday-Friday 10am-3pm, Saturday 9am-2pm**  
391 Front Street, Belleville ON K8N 2Z9  
(613)-969-1772



#### **Peer 17 - Napanee Support Centre**

**Monday-Friday 10am-3pm**  
58 Dundas St E , Napanee, ON K7R 1H9  
(613)-354-1690



#### **P.OR.T. - Kingston Support Centre Monday-Saturday 10am-3pm**

60 Queen Street, Kingston, ON, K7K 1A4  
613-549-4964



#### **Life House—Bancroft Support Centre Monday, Wednesday-Friday 10am-3pm**

23 Bridge Street, Bancroft, ON, K0L 1C0  
(613)-332-4056



#### **Madoc Support Centre Monday-Friday 9:30am-2:30pm,**

B-56 Russell Street, Madoc, ON K0K 2K0  
(613)-473-4111

#### **Leeds & Grenville Outreach Peer Support**

613-403-4863 or, 613-349-6243

### **Feedback Process**

To provide feedback on the services provided to people with disabilities please contact the Coordinating Centre in one of the following ways:

**By Mail:** C-2, 350 Front Street, Belleville Ontario, K8N 5M5

**By Phone:** 613-969-0122

**By Fax:** 613-969-1850

**By Email:** admin@mhsn.ca



PSSEO/015/2014-11

# Peer Support SEO Accessibility Service Plan

Providing Peer Support to  
People with Disabilities



*“to be with people living with  
addictions and/or mental health  
challenges and to  
support them in being as  
well as they can be”*

## Assistive Devices

We will ensure that our staff are familiar with various assistive devices that may be used by people with disabilities while accessing our Support Centres.

## Communication

We will communicate with people with disabilities in ways that are sensitive to their disability.

## Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the areas of our premises that are open to the public, and with proper documentation.

## Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons

## Notice of Temporary Disruption

In the event of planned or unplanned disruption to services or facilities for people with disabilities, PSSEO will not be able to notify people directly.

In the event of a planned disruption, individuals attending the Centre will be informed of the closure, a notice will be posted and our website calendar will indicate the disruption or closure.

In the event of an unplanned closure, all attempts will be exhausted to inform, and notify the public through media, voicemail and posting.

## Training

PSSEO will provide Accessibility training to employees, volunteers and others who engage with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Team Leaders, Peer Supporters, Support Centre Coordinators, Network Operations Manager, Executive Director, Finance Manager, Executive Assistant, Network Admin and Board

Members (volunteers).

This training will be provided to staff and volunteers as soon as possible after commencing with the organization.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- PSSEO's plan related to 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 require assistance of a service animal or a support person.
- How to use the common assistive devices that are on site.
- What to do if a person with a disability is having difficulty accessing PSSEO's services.