



POLICY: Accessibility Standards for Customer Service	POLICY NO.: HR-011
DISTRIBUTION: ALL LOCATIONS	EFFECTIVE: January 1, 2012
FILE UNDER SECTION: HUMAN RESOURCES	REVISED:
REVIEW BY: JANUARY 2013	
APPROVED BY:	
	
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POLICY:

Community Living Huronia (CLH) is committed to equal access to goods and services and is obligated to facilitate the implementation of *the Accessibility for Ontarians Act, 2005* (AODA) and Ontario Regulation 429/07, "Accessibility Standards for Customer Service."

CLH makes every effort to ensure its policies, practices and procedures are consistent with the principles described in the Regulation, namely:

1. Goods or services are provided in a way that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities are integrated unless an alternate measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain or benefit from the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. O.Reg. 429/07, s. 3 (2).

CLH will make every effort to ensure that our policies and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

PURPOSE:

To establish Accessibility Standards for ensuring that all persons receiving services and supports from CLH experience an optimally accessible environment.

SCOPE:

This policy applies to all employees, volunteers and students of Community Living Huronia.



RESPONSIBILITY:

All employees, volunteers and students.

DEFINITIONS:

"Accessible" shall mean services or goods that are capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtained.

"Alternative format" shall mean any other ways of publishing information beyond traditional printing (i.e. large print, audio format, etc)

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“Assistive devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, hearing aids, etc)

“Customers” shall mean any person who receives goods or services

“Disability” shall be as per the Ontario Human Rights Code definition:



- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

“Employees, Volunteers, Students” shall mean every person who deals with members of the public or other third parties on behalf of the Association, whether the person does so as an employee, student, volunteer or otherwise

“Persons with Disabilities” shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code

“Service Animals” shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability

“Support persons” shall mean any person, whether a paid professional, volunteer, family member or friend, who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

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PROCEDURES

PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES

CLH is committed to excellence in serving all persons including persons with disabilities and carries out its functions and responsibilities to ensure that policies, practices and procedures are consistent with the following:

- (a) Goods and services are provided in a manner that respects dignity and independence of persons with disabilities;
- (b) The provision of CLH's goods and services to persons with disabilities is integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from our goods and services;

NOTE: All contractors who are engaged to provide services for CLH are required to sign off that they adhere to the legislated customer service requirements.

COMMUNICATION

To ensure the best possible customer service, CLH encourages open two-way communication with all persons interacting with the organization to ensure the need for accommodation or assistance is met.

Persons who identify themselves as requiring alternative communication formats will be offered alternative communication in a format that meets their needs as promptly as is feasible.



ASSISTIVE DEVICES

Persons with disabilities who rely on assistive devices will be permitted access to and benefit from their devices when they are using CLH services. If necessary, CLH will provide other measures to enable a person with a disability to obtain, use or benefit from CLH services.

It is noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

SERVICE ANIMALS

Persons with disabilities, including members of the public or third parties, who rely on guide dogs or other service animals, will be permitted to enter CLH premises and keep their animal with them, unless the animal is otherwise legally excluded from the premises. If the animal is legally excluded, CLH will provide other measures to enable a person with a disability to obtain, use or benefit from CLH services i.e., teleconference, video conference or other assistive measure available to deliver goods or services to ensure equality of outcome.

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SUPPORT PERSONS (as per AODA, not CLH job classifications)

Persons with disabilities who are accompanied by a support person will be permitted to enter CLH's premises with their support person, and CLH will ensure that the person with a disability is not prevented from having access to their support person while both are at CLH.

Where fees for programs, goods or services are required, advance notice will be provided to the support person.

TEMPORARY DISRUPTIONS



Where there is a disruption at a particular location or to a service used to allow a person with a disability access to CLH goods or services, CLH will provide notice to the public of the disruption, including the duration of the disruption and a description of alternative facilities or services that may be available.

STAFF TRAINING

All employees, volunteers and students who deal with the public or third parties, as well as those involved in developing customer service policies, practices and procedures, will receive Accessible Customer Service training by completing the **Serve-ability: Transforming Ontario's Customer Service on-line training**, www.mcscs.gov.on.ca/mcscs/serve-ability/splash.html. Training will include:

1. The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
2. How to interact and communicate with persons in a manner that takes into account their disability;
3. How to provide goods or services in a manner that respects the dignity and independence of person's with disabilities
4. The process to provide feedback to the organization about the provision of services to persons with disabilities in any department and how the organization responds to feedback and takes action on any complaint;
5. How to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, service animal or a support person to access goods or services;
6. How to use equipment or devices available on the organization's premises or provided by the organization that may help with the provision of goods or services, and,

CLH will maintain a record of its training efforts (attached).

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FEEDBACK

The goal of Community Living Huronia is to meet expectations of people who are supported while welcoming family members and other visitors. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback may identify areas that require change and encourage continuous service improvements.

Feedback regarding the provision of services to people with disabilities can be made in person, by phone, e-mail, in writing or through the mail. A form for feedback or suggestions is attached as to this policy. All feedback will be directed to the Director of Human Resources. Community Living Huronia will address the feedback within ten (10) business days of its receipt.

NOTICE OF AVAILABILITY OF DOCUMENTS

This document and other policies and practices related to the provision of goods and services for people with disabilities are advertised through a variety of methods to ensure the public of their existence.

This policy is available in alternate formats upon request.

NON-COMPLIANCE IMPLICATIONS

Section 37. (3) of the Act, Penalties:

- (3) Every person who is guilty of an offence under this Act is liable on conviction,
 - (a) to a fine of not more than \$50,000 for each day or part of a day on which the offence occurs or continues to occur, or
 - (b) if the person is a corporation, to a fine of not more than \$100,000 for each day or part of a day on which the offence occurs or continues to occur

References:

The Accessibility for Ontarians with Disabilities Act, 2005
The Ontario Human Rights Code
The Canadian Charter of Rights and Freedoms

Attachments:

- "A" [Accessibility Feedback Form](#)
- "B" [Accessibility for Ontarians with Disabilities Act / Training & Policy Acknowledgement Form](#)