

CCLCS Accessible Customer Service Policy

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties.

This policy applies to the provision of goods and services provided by CCLCS both on-site and off, and to all employees, volunteers and contractors acting on behalf of CCLCS.

All goods and services provided by CCLCS shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading – eg. wheelchair, walker, personal oxygen tank.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 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.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if the needs are readily apparent, or indicated in a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if the needs are readily apparent or indicated in a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

A. The Provision of Goods and Services to Persons with Disabilities

CCLCS will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing for customers with disabilities to do things in their own ways, at their own pace when accessing goods and services;
- taking into account individual needs and using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;

CCLCS will continuously monitor our programs and spaces for accessibility issues through customer feedback provisions, Health & Safety inspections, consultations with the community and participation of CCLCS personnel.

B. Communication

CCLCS recognizes the need for a variety of formats to make information accessible to all. These formats include postings in appropriate locations, using the website, email and social media, telephone and verbal communication. This variety of formats will be used, as appropriate, to inform customers of documents related to the *Accessibility Standard for Customer Service* as well as any information indicated below (notices, procedures, etc.).

C. Feedback Process

CCLCS shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers in a variety of formats. CCLCS will accept feedback in any form (letters, in person, on-line forms, etc). CCLCS will formally acknowledge feedback, and provide a description of any resulting actions based on concerns or complaints that were submitted.

D. Notice of Disruptions in Service

In the event of any temporary disruptions (planned or unplanned) to facilities or services for access to CCLCS's goods or services, reasonable and timely efforts will be made to provide notice as quickly or as early as possible and in a variety of formats.

E. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CCLCS. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

F. Guide Dogs, Service Animals and Service Dogs

Guide dogs, service animals or service dogs accompanying the customer will be allowed access to all public areas unless otherwise excluded by law. If a guide dog, service animal or service dog is excluded by law or presents a health and safety concern (eg. severe allergies), CCLCS will make a reasonable effort to find alternatives to allow access and meet the needs of all individuals involved. In the case where the need for a service animal is not readily apparent, CCLCS may ask for verification to show need and/or qualification, such as a letter from a physician, certificate of training from a training school etc.

G. Support Persons

If a customer with a disability is accompanied by a support person, CCLCS will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person. The customer's right to confidentiality will be respected.

If payment is required by a support person for admission to the premises, CCLCS will ensure that notice is given in advance by posting notice of admission fees for support persons where CCLCS fees are posted.

H. Training

As soon as practicable, training will be provided to all employees, volunteers, and contractors who deal with the public, or other third parties that act on behalf of CCLCS. Training will be provided to new employees as well as updates in the event of changes to legislation. CCLCS will keep a record of training that includes the dates training was provided and the number of employees or volunteers who completed the training.

Training will cover the following:

- a review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- a review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.

- CCLCS's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.
- staff responsibilities in the implementation of the AODA: to recognize and report disability issues, to help to remove barriers that a customer with various types of disabilities might encounter and to work with customers and their supports to improve their access to CCLCS services.
- instructions on equipment or devices that are available at our premises

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

info@cclcs.ca

tel: 416 588 3900

fax: 416 588 4874

This policy and its related procedures will be reviewed as required in the event of legislative changes.