

REG 1.01
ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE (the Standard)

ATTACHMENT A
ACCESSIBILITY PLAN FOR CUSTOMER SERVICE

Use of Personal Assistive Devices:

The Centre is committed to serving persons with disabilities who require an assistive device to access services.

1. An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting.
2. There are various devices that staff encounter when serving individuals with low vision, who are deaf or hard of hearing and/or have physical, learning and/or intellectual/developmental disabilities.
3. Some of these devices include white canes, hearing aids, wheelchairs, walkers, personal oxygen tanks, speech generating devices, etc.
4. Persons with disabilities who use assistive devices are responsible for ensuring that their assistive device is operated in a safe and controlled manner at all times.
5. Training on how to interact with a person who uses an assistive device is provided to staff.

Use of Service Animals:

The Centre is committed to serving persons with disabilities who are accompanied by a service animal.

1. A service animal is an animal trained to provide assistance to persons with disabilities.
2. An animal is a “service” animal if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person has a letter from a physician or nurse verifying that the animal is required for reasons relating to his or her disability.
3. Persons with disabilities may be accompanied by their service animal in areas open to the public and may keep that animal with them while accessing services, unless the animal is otherwise excluded by law from the premises.
4. It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.
5. In cases where animals are not permitted because of legal requirements, alternative measures are in place to ensure that the person with the disability can access services, i.e. a staff member offers to guide the individual.
6. A staff member or other client may have a severe allergy to an animal. In general, people with allergies to animals are affected if they touch the animal or are in very

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close proximity for a lengthy period of time. In such cases, consideration is given to creating distance between the two individuals, using an air purifier or any other measure that allows the person to use his or her service animal on the premises.

7. Training on how to interact with a person who uses a service animal is provided to staff.

Use of Support Persons:

The Centre is committed to serving persons with disabilities who require the assistance of a support person.

1. A support person is an individual hired or chosen to accompany a person with a disability and to provide services or assistance with communication, mobility, personal care, medical needs or access to goods or services.
2. Persons with disabilities may be accompanied by their support person in areas open to the public, when accessing services provided by the Centre.
3. At no time does the Centre prevent a person with a disability accompanied by a support person from having access to his or her support person while on the Centre's premises.
4. If there is confidential information to be disclosed, consent is required from the person with the disability to discuss the information in the presence of his or her support person.
5. Training on how to interact with a client who has a support person is provided to staff.

Notice of Temporary Disruptions:

The Centre is committed to setting up and maintaining a process to provide notice of service disruptions.

1. The Accessibility Standard for Customer Service requires that the Centre provide a notification of disruption for any location, technology or method that a person with a disability must use in order for its services to be accessible to them.
2. This notice includes the reason for and anticipated duration of the disruption and alternative facilities or services, if any.
3. The notice is placed on the entrance doors to our premises.

Training for Staff:

The Centre is committed to providing appropriate training to staff on how to provide appropriate customer service to persons with disabilities.

1. In accordance with the Standard, training is provided to every person who deals with the public or other third parties who act on behalf of the Centre as well as to individuals who participate in developing the Centre's policies, practices and procedures governing the provision of services to members of the public or other third parties.

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2. As required by Ontario Regulation 429/07, training is offered on the following topics:
 - A review of the purposes of *The Accessibility for Ontarians with Disabilities Act* and the requirements of the *Ontario Regulation 429/07 Accessibility Standards for Customer Service*
 - How to interact and communicate with persons with various types of disability
 - How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person
 - What to do if a person with a particular type of disability is having difficulty accessing the Centre's services
 - The Centre's policies, procedures and practices governing the provision of services to persons with disabilities
3. After the initial training, training is provided to new staff members as soon as practicable.
4. Updated training is offered to all staff as changes occur to policies, procedures and practices governing the provision of services to persons with disabilities.
5. As per Ontario Regulation 429/07, the Centre keeps records of the training provided, to whom, when and in which format the training was delivered.

Feedback Process for Providers of Goods and Services:

The Centre is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities.

1. The Centre makes the information about the process readily available to the public (on the Centre's website and on/in appropriate forms or locations).
2. The process indicates the actions to be taken after a complaint has been received.
3. The feedback process permits persons to provide feedback in person, by telephone, in writing or electronically by e-mail, or otherwise.

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