

Chapter:	Client Services General	Policy Number	CG1104
Policy title:	Accessibility Standards for Customer Service		
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References:	<p>The Accessibility for Ontarians with Disabilities Act, 2005 https://www.ontario.ca/laws/statute/05a11 Reg. 191/11 Integrated Accessibility Standards of Ontario https://www.ontario.ca/laws/regulation/110191 Human Rights Code https://www.ontario.ca/laws/statute/90h19 Workplace Safety and Insurance Act, 1997 https://www.ontario.ca/laws/statute/97w16 Blind Persons’ Rights Act https://www.ontario.ca/laws/statute/90b07 Alliance for Healthier Communities- Accessibility https://www.allianceon.org/anti-oppression https://www.allianceon.org/Accessibility</p>		
Policy references:	<p>Non-Discrimination Policy K0402 Board Code of Conduct Policy B0901 Fire Safety Plan Policy S1101 Client Privacy Policy CG0403 Client Access to Policies Policy CG1101 Feedback from Clients, Volunteers, and the General Public Policy CG1102 Complaints Policy CG1103 Assistive Devices Policy CG 1105 Accessible Communications Policy CG1106 Notice of Disruptions in Service Procedures for People with Disabilities Policy CG1107 Service Animals Policy CG1108 Support Persons Policy CG1109</p>		
Approved by:	Tara Groves-Taylor, Chief Executive Officer		

Accessibility Standards for Customer Service

Background

The Accessibility for Ontarians with Disabilities Act, 2005 (the AODA) is a provincial act with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

Accessibility Standards for Customer Service are outlined in Section IV.2 of Ontario 191/11 Integrated Accessibility Standards.

Policy

1. Community Healthcaring Kitchener-Waterloo (the Health Centre) will strive to provide services in a way that respects the dignity and independence of people with disabilities.
2. The Health Centre will maintain policies, procedures as well as a training program to ensure the organization is in compliance with Part IV.2 “Customer Service Standards” of Ontario Regulation 191/11 – Integrated Accessibility Standards. Policies and procedures will address the following:
 - a. Communications with Persons with a Disability
 - b. Assistive Devices
 - c. Service Animals
 - d. Support Persons
 - e. Temporary Disruptions in Service
 - f. Feedback processes
3. The Health Centre will notify all persons that a copy of this policy is available upon request by posting the information at a conspicuous place at the Health Centre premises or on the Health Centre website.

Training

4. The Health Centre will ensure that the following persons receive training about the provision of its, services and facilities with respect to persons with disabilities: employees, volunteers, students, as well as every person who participates in developing the Health Centre’s policies or who provides goods, services, or facilities on behalf of the Health Centre.
5. Training will include the following:
 - a. The purposes of the AODA and its requirements related to accessibility standards for customer service;
 - b. Information regarding the Health Centre policies, practices and procedures relating to the customer service standards;
 - c. How to interact and communicate with people with various types of disabilities;
 - d. What to do if a person with a particular type of disability is having difficulty accessing your materials or services;
 - e. How to interact with people with disabilities who use an assistive device, service animal or support person;
 - f. How to use the equipment or assistive devices that may be provided for use by the Health Centre.
6. Every person shall be trained as soon as practicable and be provided with training regarding any changes to the Health Centre’s policies and procedures related to accessibility
7. The Health Centre shall keep records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided.

Definitions

Assistive Devices:

These may be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

Client or Customer:

A person who inquires about, or accesses the services of the Health Centre, or visits our site.

Dignity:

Treating a client with a disability as valued and deserving of the same type of service as the Health Centre provides to any other client.

Disability:

The definition of “disability” is that used in the Human Rights Code as follows:

- 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

The Code goes on to state that, “Disability” should be interpreted in broad terms. It includes both present and past conditions, as well as a subjective component based on perception of disability.” This definition therefore includes disabilities of varying severity, those that are visible and non-visible, as well as disabilities with effects that may come and go.

Service Animals:

Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are for example are blind, alerting people who are deaf, pulling wheelchairs, alerting, and protecting a person who is having a seizure, or performing other special tasks. An animal is qualified to be a service animal if it is readily apparent the animal is used by the person for reasons relating to their disability; or the person provides a letter from a regulated health professional designated in the Regulation confirming the person requires the animal for reasons relating to the disability.

Guide Dog:

A guide dog is a dog trained as a guide for a blind person. This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Persons’ Rights Act and has been qualified as a guide dog.

Support Person:

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or access to services. This may be a professional, relative, volunteer or friend.