

Community Living Access Support Services (CLASS) Policy and Procedure Manual

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Procedure Approved By: _____

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Confirming most recent version of procedure

Procedures

I.5.1 Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that people bring with them such as a wheelchair, walker, communication device... that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier - as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

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

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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:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides 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:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

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.

I.5.2 Provision of Goods and Services

CLASS 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 people receive the same value and quality;
- allowing people with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that people with disabilities have access to the same services, in the same place and in a similar manner;

taking into account individual needs when providing goods and services; and communicating in a manner that takes into account the person's disability.

I.5.3 Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from CLASS's goods or services is recognized unless otherwise prohibited due to health and safety or privacy issues.

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

Where applicable assistive devices owned and operated by CLASS may be available for use by persons with disabilities. Appropriate staff will be knowledgeable of the presence and trained in the use of the assistive devices. Staff will be available to assist with the use of these devices if requested for use by an individual.

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I.5.4 Service Animals

A person with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. Note that persons homes where services are provided are not open to the public.

In the event that a service animal is otherwise prohibited by law from the premises, CLASS shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from CLASS's goods or services.

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.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the person for reasons relating to his or her disability, CLASS may request verification from the person.

Verification may include:

a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;

a valid identification card signed by the Attorney General of Canada; or,

a certificate of training from a recognized guide dog or service animal training school.

I.5.5 Support Persons

If a customer with a disability is accompanied by a support person, CLASS 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. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

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

I.5.6 Notice of Service Disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of CLASS. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use CLASS's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption

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- anticipated duration
- a description of alternative services or options

When disruptions occur CLASS will provide notice by posting notices in conspicuous places and contacting customers with appointments or by any other method that may be reasonable under the circumstances.

I.5.7 Feedback Process

CLASS 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 and notice of the process will be made available. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

I.5.8 Training

Training will be provided to all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of CLASS

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, 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*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- CLASS's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Record of Training:

CLASS will keep a record of training that includes the dates training was provided.

I.5.9 Notice of Available Documents

CLASS shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability.

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Notification will be given by posting the information in a conspicuous place owned and operated by CLASS, the C.L.A.S.S.'s website and/or any other reasonable method.

I.5.10 Other Resources and Forms

- **Ontario Human Rights Code**
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm
- **Accessibility for Ontarians with Disabilities Act, 2005**
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm
- **Accessibility Standards for Customer Service, Ontario Regulation 429/07**
http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm
- **Ministry of Community and Social Services**
<http://www.mcscs.gov.on.ca/mcscs/english/pillars/accessibilityOntario>
- **AccessON**
www.accesson.ca