

12.1 Accessible Customer Service Policy

(09/12)

Principle

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, not to the goods themselves.

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

Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by House of Friendship.
- b) This policy applies to employees and volunteers who deal with the public or other third parties that act on behalf of House of Friendship, including when the provision of goods and services occurs off the premises of House of Friendship.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by House of Friendship.

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 Program Participants bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

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:

- 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 for reasons relating to their 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 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

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Program Participant Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

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

House of Friendship 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 Program Participants receive the same value and quality of goods and services;
- allowing Program Participants 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 Program Participants 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 Program Participant's disability.

B. Assistive Devices

Program Participant's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by House of Friendship.

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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a Program Participant with an oxygen tank may involve ensuring the Program Participant is in a location that would be considered safe for both the Program Participant and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location or referral made to a service that meets the needs of the Program Participant.

C. Guide Dogs, Service Animals and Service Dogs

A Program Participant with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas:

A Program Participant with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) House of Friendship will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws:

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed,

handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

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 Program Participant for reasons relating to his or her disability, House of Friendship may request verification from the Program Participant.

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.

Care and Control of the Animal:

The Program Participant that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, House of Friendship will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a Program Participant with a disability is accompanied by a support person, House of Friendship will ensure that both persons are allowed to enter the premises together and that the Program Participant is not prevented from having access to the support person.

There may be times where seating and availability prevent the Program Participant and support person from sitting beside each other. In these situations House of Friendship will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the Program Participant, prior to any conversation where confidential information might be discussed.

Admission Fees:

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

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of House of Friendship. In the event of temporary disruptions of facilities or services of the House of Friendship, reasonable efforts will be made to provide advance notice to all Program Participants, including any Program Participants with disabilities. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

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
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur House of Friendship will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the House of Friendship website;
- contacting program participants with appointments;
- verbally notifying program participants when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

House of Friendship shall provide Program Participants with the opportunity to provide feedback on the service provided to all Program Participants, including Program Participants with disabilities. Information about the feedback process will be readily available to all Program Participants and notice of the process will be made available through the agency website, program service documentation and via program staff. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, website or email), will be available upon request.

Submitting Feedback:

Program Participants who wish to provide feedback can do so by completing an onsite Program Participant feedback form or can do so verbally through any House of Friendship employee.

Program Participants can submit formal feedback to:

- Human Resources Director
- humanresources@houseoffriendship.org
- 519-742-8327 phone
- 519-742-8868 fax

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

G. Training

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of House of Friendship; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, 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.
- House of Friendship's policies, procedures and practices pertaining to providing accessible customer service to Program Participants with disabilities.

Training Schedule:

House of Friendship will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

House of Friendship will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

H. Notice of Availability and Format of Documents

House of Friendship shall notify Program Participants that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the Program Participant's disability. Notification will be given by posting the information in a conspicuous place owned and operated by House of Friendship, the House of Friendship's website and/or any other reasonable method.

Administration

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

Human Resources Director
PO Box 1837, Stn C
Kitchener, ON N2G 4R3
P: 519-742-8327
humanresources@houseoffriendship.org
www.houseoffriendship.org

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

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990