



Huron - Perth Children's Aid Society

Policy and Procedure Manual

Approved by: Acting Executive Director

Number: 13.0 - 001

Date: January 1, 2012

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HUMAN RESOURCES

Accessibility for Ontarians with Disability Act, 2005 (AODA) – Accessibility Standard for Customer Service Policy Application - For All Staff

Preamble:

The Accessibility for Ontarians with Disability Act, 2005 (AODA) is a Provincial Legislation that was created for the purpose of developing, implementing and achieving accessibility standards for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures on or before January 1, 2025.

The Ontario Regulation 429/07 entitled "Accessibility Standard for Customer Service" came into force on January 1, 2008 and will apply to designated public sector organizations on and after January 1, 2010 and to other providers of goods and services on and after January 1, 2012.

This policy in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07, will be effective immediately, and will address the following:

- Policy
- Definitions
- Providing goods and services
- The use of assistive devices
- The use of service animals
- The use of support persons and admission fees
- Notice of temporary disruption
- Training
- Process for providing feedback
- Modifications to this and other policies
- Questions about this policy
- Copies of this policy
- References

This Policy applies to all employees, Board Members, students, volunteers, foster care and community care givers, and every other person or organization that interact with the public on behalf of the Huron-Perth Children's Aid Society.

For more information about the Accessibility for Ontarians with Disability Act, 2005, visit: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

For more information about the Accessibility Standard for Customer Service, Ontario Regulation 429/07 visit: http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm



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POLICY:

The Huron-Perth Children's Aid Society is committed to an organizational climate that strives to provide goods and services in a way where individuals are treated with dignity, respect, integration, equal opportunities and independence of person with disabilities. The Society is also committed to ensuring that persons with disabilities receive accessible goods and services as others receive and in an effective and timely manner.

DEFINITIONS

Disability

The Accessibility for Ontarians with Disability Act, 2005 uses the same definition of "disability" as the Ontario Human Rights Code, which is defined as:

- a) 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 coordination, 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,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

For more information about the Ontario Human Rights Code, visit: www.ohrc.on.ca, and click on "The Code" under the Resources Section of the website.

Service Animal

A service animal is an animal that is used by persons with many different disabilities. An example would include a guide dog and animals trained to alert an individual to an oncoming seizure and lead them to safety (*Accessibility Standard for Customer Service, Access, ON*).

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 care, medical needs or access to goods or services (*Accessibility Standard for Customer Service, Access, ON*).



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Personal Assistive Devices

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. (*Accessibility Standard for Customer Service, Access, ON*).

PROVIDING GOODS AND SERVICES

It is the policy of the Huron-Perth Children's Aid Society to provide excellent customer service to all customers including persons with disabilities. We are committed to providing quality service and will do so by performing our responsibilities in the following areas:

Communications

The Society will communicate with persons with a disability in ways that will take into consideration their disability. We are committed to training our current and new employees and all others who communicate, on behalf of the Society, with persons with various types of disabilities. We will make original communication more accessible (larger font, print copies) and take into consideration the nature of communication. Where assistance is needed, in any capacity, see Appendix A, for a contact name.

Telephone Services

The Society will provide accessible telephone service to all of our customers and we want to ensure, every person who communicates with the Society is able to do so that is meaningful and purposeful to the customer. If telephone communication is not suitable for customer's needs, alternative forms of communication will be offered as required. Where assistance is needed, in any capacity, see Appendix A, for a contact name.

Billing

The Society is committed to ensuring invoices and other billing detail is accessible to all of our customers.

- Invoices will be printed in following formats, if requested;
 - Hard copy
 - Large print
 - E-mail
 - Other

- We will communicate in a respectful manner and in ways that will take into consideration their disability, we will;



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- Answer any questions customers may have about the content of the invoice in person, by phone, email or other as requested by the customer
 - Where assistance is needed, in any capacity, see Appendix A, for a contact name.

USE OF ASSISTIVE DEVICES

We will commit to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Persons with disabilities may use assistive devices as required in accessing our services unless otherwise prohibited by law. We will make sure that our staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services. Where assistance is needed, in any capacity, see Appendix A, for a contact name.

USE OF SERVICE ANIMALS

The Society is committed to supporting persons with disabilities who are accompanied by a service animal. When a person requires a service animal every effort will be made to accommodate and to ensure that the environment will allow for the individual to effectively maintain their relationship with the animal. If a service animal is excluded by law from our premises, the Society shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

- We will train our employees, and all others, who interact on behalf of the Society on proper interaction
 - the service animal is not a pet;
 - to avoid touching or addressing the animal – the animal is working and as to pay attention at all times;
 - not to make assumptions about the service animal, not all animals wear special collars or harnesses; if unsure we are to ask the customer.
- The customer will be responsible for ensuring for the care and supervision of their service animal. No employee and/or others who interact on behalf of the Society are responsible for the care of the animal.
- Where assistance is needed, in any capacity, see Appendix A, for a contact name.

USE OF SUPPORT PERSONS AND ADMISSION FEES – ADVANCE NOTICE

The Society is committed to supporting persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to access the Society goods or services.

Fees will not be charged for support persons for admission in any capacity, unless those persons are procuring services for which a fee is normally charged. In the event that admission fees are charged,



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advance notice concerning what admission, if any, would be charged to a support person shall be posted in conspicuous locations (entrances and when appropriate on the Society's website, <http://www.h-pcas.ca>).

NOTICE OF TEMPORARY DISRUPTION

The Society will provide customers with notice in the event of a planned or unexpected disruption in the facilities, goods or services used by persons with disabilities.

The Society may not be able to provide the same guarantee in an emergency or temporary disruption situation; every reasonable attempt will be made to give proper notice. In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible. As well, in the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

A notice regarding a temporary disruption will include information about the reason for the disruption; its anticipated duration and a description of alternative facilities or services, if available. The notice will be posted in conspicuous locations on our premises.

TRAINING

All Society employees, volunteers and any other persons who interact with the public on behalf of the Society will be provided with training on customer service to persons with disabilities. A variety of methods will be used including web-based training, educational material and training as appropriate to individual job descriptions and/or other department functions.

The training will include:

- The purposes of the Accessibility for Ontarians with Disability Act, 2005 and the requirements under the customer service standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing the Society's goods or services;
- The Society's policies, practices and procedures relating to the Customer Service Standard.

Specifically:

- Current and new employees will receive training;
- Volunteers and others who interact on the behalf of the Society will receive training;



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All training will be recorded and monitored to ensure when changes are made, employees and others who interact with the Society's customers will be updated and trained if appropriate.

PROCESS FOR PROVIDING FEEDBACK

The Society is committed to providing the best delivery of goods or service to all persons with disabilities to ensure their dignity and independence. We will listen and we welcome feedback from all customers, employees, volunteers and/or other members of the public. Comments on our services regarding how well those expectations are being delivered are appreciated.

The process for feedback and responding to feedback is as follows:

Feedback may be submitted via telephone by calling 519-271-5290, in person (by setting up an appointment), in writing (see contact info at end of this section), or by completing the customer feedback sheet located on our website: <http://www.h-pcas.ca>. A response will be provided within 10 business days.

Mail: Huron-Perth Children's Aid Society
639 Lorne Ave. E.
Stratford, Ontario
N5A 6S4

MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to the ongoing development of our customer service policies, practices and procedures. No changes will be made to this policy before the consideration of the dignity and independence of persons with disabilities.

Any policy of the Society that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

QUESTIONS ABOUT THIS POLICY

The purpose of this policy is to provide quality customer service to persons with disabilities. If anyone has a question about this policy, the purpose of it, or if it is not understood, an explanation should be provided by a member of the Human Resources department.

COPIES OF THIS POLICY

The Society understands that persons with disabilities may use methods other than standard print to access information. If a copy of this policy is requested it is understood that the Society will provide the document



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in a format that takes into account the person's disability. Alternatively, the Society and the person with a disability may agree on an alternate format that best suits the individual needs.

APPENDIX A

Employees, volunteers or other persons interacting with the public that require assistance in fulfilling the commitment of this Policy, please use the following contact list.

Position	Phone
Executive Assistant	Ext 2290
Human Resources Manager	Ext 2304

CUSTOMER FEEDBACK FORM

Accessibility for Ontarians with Disability Act, 2005 – Customer Service Standard

Thank you for visiting the Huron-Perth Children's Aid Society. We are committed to providing an environment that provides goods or services to all customers and persons with disabilities with dignity and independence. If you have experienced a visit and wish to provide feedback or have a complaint, please, complete the following:

You may also download this form from our website, and submit this form by email and/or mail it to the Huron-Perth Children's Aid Society, Attention: Executive Assistant, 639 Lorne Ave. E., Stratford, ON N5A 6S4, or fax it to: 519-275-2360.

Purpose of Contact	
Name	
Email	
Phone Number	

Office Visited Location			
Additional Address Information			
Person – Who attended to you	Employee of H-P CAS Volunteer	<input type="checkbox"/>	<input type="checkbox"/>
Date/Time of Visit	Date:	Time:	
Services			
What services were you looking for?			
Was our Customer Service provided to you in an accessible manner?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Comments:			



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What could the Society do to make it easier for you to access our goods and services?		
Additional Comments		

Contact Information				
Would you like to be contacted?	Yes <input type="checkbox"/> No <input type="checkbox"/>			
If yes, my preferred method of contact is:	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Mail <input type="checkbox"/>	Fax <input type="checkbox"/>
Name				
Address # 1				
Address # 2				
City		Province		
Postal Code		Telephone #		
Fax		Email Address		

The Huron-Perth Children's Aid Society is collecting the personal information you provide on this form so we can respond to your feedback. If you have questions about the collection, use and disclosure of your personal information by the Society, please contact the Executive Assistant.

The Society understands that persons with disabilities may use methods other than standard print to access information. If you require to process your feedback in a different format, please contact the Executive Assistant, by phone, at 519-271-5290 ext. 2290, fax 519-275-2360, or by mail:

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 Stratford, Ontario
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