

			
<b>STATEMENT OF POLICY AND PROCEDURE</b>			
<b>Manual:</b>	General Administration	<b>Effective:</b>	03-2012
<b>Section:</b>	Human Resources	<b>Revised:</b>	05-2013
<b>Subject:</b>	<b>ACCESSIBLE CUSTOMER SERVICE PLAN</b>		

### **Policy Statement**

Marianhill Inc. is committed to providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, and goods in a manner that respects their dignity and that is equitable in relation to the broader public.

### **Purpose**

The purpose of this Policy is to provide guidelines for the delivery of services to people with disabilities in compliance with the Accessibilities Standards for Customer service, O. Reg. 429/07, made under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11.

### **Scope**

This Policy applies to all employees, volunteers, and third party contractors who deal with the public on behalf of Marianhill, and those who are involved with Marianhill's policy development.

### **Principles**

Marianhill services, programs and goods are to be provided to people with disabilities in a manner that:

- Accommodates disability-related needs \*
- Reflects the principles of dignity and independence
- Seeks to provide integrated services

\*Accommodate is defined as modifying the delivery of Marianhill's services, programs, and goods to make them accessible to persons with disabilities.

### **Assistive devices**

Marianhill employees, volunteers and third party contractors shall accommodate the use of personal assistive devices. Assistive devices that are available for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability.

### **Service animals**

Marianhill employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing Marianhill services or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

### **Support persons**

Where a person with a disability accessing Marianhill goods or services is accompanied by a support person, Marianhill employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

### **Admission fees**

If Marianhill charges an admission fee in connection with a support person's presence at an event or function, notice shall be given in advance about the amount, if any, that is payable in respect of the support person accompanying a person with a disability.

### **Communication**

When communicating with a person with a disability, Marianhill employees, volunteers and third party contractors shall do so in a manner that respects the person's disability. Guidelines for communicating with people who have various types of disabilities are provided in the Accessibility Training for Customer Service – Reference Guide (2009).

### **Terminology**

When referring to people with disabilities, Marianhill employees, volunteers and third party contractors shall use terminology that adheres to guidelines provided in Marianhill's Accessibility Training.

### **Notice of service disruption**

In the event that there is a temporary disruption in the availability of facilities, services or goods used by persons with disabilities (e.g., temporary loss of elevator service), Marianhill shall give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected

premises, Marianhill's website, as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

### **Training**

All employees and volunteers who deal with the public on behalf of Marianhill and who are involved in Marianhill's policy development shall receive training on accessible customer service. This includes information on the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07 as they pertain to Marianhill. Accessibility training shall also be made available to other staff as determined by their Managers.

Managers and supervisors shall determine the appropriate method of training based on the employee's roles and responsibilities and may reference Appendix A - Accessibility Training Reference Guide. Training shall include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Marianhill's accessible customer service plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people 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 Marianhill's goods and services.

Managers and supervisors shall ensure that training records are maintained, including dates when training is provided, the number of employees who received training and that individual training records are entered into SAP.

Third party contractors shall be required to demonstrate to Marianhill that they are in compliance with the AODA Customer Service Standard training.

Staff will also be trained when changes are made to your accessible customer service plan.

### **Feedback process**

Customers who wish to provide feedback on the way Marianhill provides goods and services to people with disabilities can contact Marianhill by e-mail, phone, in person, suggestion box, feedback card, etc. All feedback will be directed to the Chief Executive Officer. Customers can expect to hear back within 15 business days. Complaints will be addressed according to the organization's regular complaint management procedures.

## **Modifications to this or other policies**

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

## **Review**

The CEO is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

## **Monitoring**

Supervisors and managers will monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

## **Definitions**

**Disability** – is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- 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 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,
- 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.”

**Service Animals** – are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“an animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

**Support Person** – is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“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 or medical needs or with access to goods or services.”