



STATEMENT OF POLICY AND PROCEDURE

Manual:	General Administration	Effective:	04-2014
Section:	Human Resources	Revised:	March 2016
Subject:	ACCESSIBLE CUSTOMER SERVICE POLICY		

Preamble:

The Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to provide goods and services with regards to:

- **Dignity**, where dignity is a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence**, where independence is respecting their right to do for themselves and to choose the way they wish to receive the goods and service.
- **Integration**, where integration is access to all goods and services. This may require alternative formats and flexible approaches. It is inclusiveness and with full participation. This is a fundamental human right.
- **Equal opportunity**, where equal opportunity is providing goods and services where their access is equal to that given to others.

Policy Statement:

Marianhill Inc. and Community Services is committed to providing goods and services in an accessible manner that considers people with disabilities, with efforts to ensure dignity, independence, integration and equal opportunity. It is inclusive of equal access to goods and services 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. It is written as an overview to the Act and in partnership with the Integrated Accessibility Policy.

Scope:

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

Definitions:

Disability: Is defined according to the Act, as:

- 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, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment of developmental disability,
- learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language,
- a mental disorder; or,
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Work Safety and Insurance Act, 1997.

References:

<https://www.ontario.ca/laws/regulation/070429> accessed March 2016

https://www.oanhss.org/OANHSS/Policy_Exchange/Policy_Exchange_Link.asp

Inclusive of : AMD_POLICY 28, AODA, Customer Service Policy Statement: Providing Goods and Services to People with Disabilities, created on April 17, 2014 and Accessible Customer Service, original date Dec 1, 2011 and revised Jan 3 2014 all accessed March 2016