

# Accessible Customer Service Policy



## Policy

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.

## Scope

- a) All goods and services provided by OCAS Application Services Inc. shall follow the principles of dignity, independence, integration and equal opportunity.
- b) This policy applies to the provision of goods and services at premises owned and operated by OCAS Application Services Inc.
- c) This policy applies to employees, volunteers, agents and / or contractors who deal with the public or other third parties that act on behalf of OCAS Application Services Inc., including when the provision of goods and services occurs off the premises of OCAS Application Services Inc. such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.
- d) 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 OCAS Application Services Inc.
- e) This policy shall also apply to all persons who participate in the development of the OCAS Application Services Inc.'s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

## 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 customers 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 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.

## 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. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

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

OCAS Application Services Inc. 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 customers receive the same value and quality;
- allowing customers 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 customers 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 customer's disability.

### B. Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by OCAS Application Services Inc.

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 customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer 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 that meets the needs of the customer.

### C. Guide Dogs, Service Animals and Service Dogs

A customer 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.

#### Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) OCAS Application Services Inc. 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:

*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 customer for reasons relating to his or her disability, OCAS Application Services Inc. may request verification from the customer.

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 customer 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, OCAS Application Services Inc. will make all reasonable efforts to meet the needs of all individuals.

#### **D. Support Persons**

If a customer with a disability is accompanied by a support person, OCAS Application Services Inc. 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.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, OCAS Application Services Inc. will make every reasonable attempt to resolve the issue.

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.

#### **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 OCAS Application Services Inc. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use OCAS Application Services Inc.'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.

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 OCAS Application Services Inc. 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 OCAS Application Services Inc. website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

## F. Feedback Process

OCAS Application Services Inc. 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 may be provided verbally (in person or by telephone) or written (handwritten, delivered or email).

Submitting Feedback:

Feedback can be submitted to:

**Manager, Contact Centre / or Appointee**

**Tel: 519-763-4725**

**Toll-free (in Canada):** 1-888-892-2228

**TTY:** 519-763-1102

**Email:** [accessibility@ocas.ca](mailto:accessibility@ocas.ca)

**Mail or in person:** 60 Corporate Court, Guelph, ON N1G 5J3

Customers that provide formal feedback will receive acknowledgement of their feedback, along with 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 OCAS Application Services Inc.; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; 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*, 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 what to do if a person with a disability is having difficulty accessing your services.



- OCAS Application Services Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

#### Training Schedule:

OCAS Application Services Inc. will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor 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:

OCAS Application Services Inc. 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**

OCAS Application Services Inc. 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. Notification will

be given by posting the information in a conspicuous place owned and operated by OCAS Application Services Inc., the OCAS Application Services Inc.'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:

**Associate Director, Customer & Employee Services**

**Tel:** 519-763-4725

**Mail:** 60 Corporate Court, Guelph, ON N1G 5J3

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

## Appendix “A”

### Letter – AODA

Dear OCAS Employee:

This letter is to inform you about the *Accessibility for Ontarians with Disabilities Act*. The Act was passed in 2005 and the intention is to make Ontario completely accessible by 2025. There are five standards that are outlined in the Act: customer service; the built environment (building and structures); employment; information and communications; and transportation. The first standard that is required to be met under this legislation is the *Accessibility Standard for Customer Service* which is intended to ensure that individuals with disabilities will receive fully accessible, high quality customer service. All organizations that have more than one employee are required to comply with this standard by January 1, 2012.

Failure to adhere to the *Accessibility Standard for Customer Service* will result in financial penalties for OCAS. Our organization will be rolling out new policies, procedures and training for all employees in order to report compliance for January 1, 2012. The policies, practices and procedures for providing compliant customer service are outlined below.

A policy that complies with the *Accessibility Standard for Customer Service* has been created by OCAS and outlines: the provision of goods and services to persons with disabilities; the use of assistive devices; the use of guide dogs, service animals and service dogs; the use of support persons; notice of service disruptions; customer feedback; training; and the notice of availability and format of documents.

In order to comply with the *Accessibility Standard for Customer Service*, OCAS has developed and will continue to update strategies that consider customers and take into account individual disabilities. Customers will be able to use their own personal assistive devices when accessing OCAS’s goods and services, and in the event that the assistive device presents a safety concern or where accessibility might be an issue, OCAS will develop additional measures to enable access of goods and services by the customer.

Customers with disabilities will also be able to be accompanied by a guide dog, service dog and / or service animal unless prohibited by law. If the animal is prohibited by law, OCAS will take reasonable measures to ensure the customer has access to the goods and / or services required. Any customers that require the assistance of a support person may be

accompanied while accessing the goods and services of OCAS. In the event of a service disruption, OCAS will include the reason, anticipated duration and alternative options to access goods and services.

OCAS has developed a process for accepting customer feedback, including how it will be recorded, responded to and handled. Information will be made available to customers about OCAS's feedback process. All employees of OCAS who are involved in the development and approval of customer service policies, practices and procedures will be trained on the required provisions.

In addition to the above requirements, all OCAS employees will be trained on the following in order to ensure compliance to the Act:

- *Accessibility for Ontarians with Disabilities Act, 2005.*
- *Accessibility Standards for Customer Service, Ontario Regulation 429/07.*
- How to interact and communicate with customers with various types of disabilities.
- How to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person.
- How to use equipment or devices that are available at your premises or that may help customers with disabilities.
- What to do if a customer with a disability is having difficulty accessing your service.
- Developed policies, procedures and practices surrounding the legislation.

All records of training including the dates training was provided and the number of employees who attended will be required in order to meet reporting compliance.

If you require any further information about the *Accessibility for Ontarians with Disabilities Act* or the *Accessibility Standard for Customer Service*, please contact the Human Resource Department.

Sincerely,

David Hong

Associate Director, Customer & Employee Services

## Acknowledgement & Agreement

I,           (Employee Name)          , acknowledge that I have read and understand the *Accessibility Standards for Customer Service Policy* of OCAS Application Services Inc. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_