

<b>STATEMENT of POLICY and PROCEDURE</b>			
Chapter:	Administration	PP No.	1
Section:	Accessibility	Effective:	December 2011
Subject:	<b>ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE</b>	Page:	1 of 3
		Replaces:	
		Issued:	December 2011

**Purpose:**

The following policy and procedures have been established by Community Living Dundas County to govern the provision of its services in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and Regulation 429/07, "Accessibility Standards for Customer Service." This policy applies to all Community Living Dundas County employees, volunteers, and students. This policy applies to any Community Living Dundas County location that is accessed by the public. This policy does not apply to the homes or apartments where people live as these are not areas the public will be accessing for service.

**Policy:**

Community Living Dundas County endeavours to ensure that its policies, practices, and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service—dignity, independence, integration, and equal opportunity. All services will be provided in a manner that is respectful of all people.

**Procedure:**

**Use of Assistive Devices**

Community Living Dundas County recognizes that some people use assistive devices (such as wheelchairs, mobility aids, hearing aids, etc) to access services. Community Living Dundas County will support people in the use of their assistive devices to obtain or receive services.

**Communication**

Community Living Dundas County will communicate in a manner that takes into account the person's disability.

- Communication will be respectful and individualized i.e.in person, by phone, written, or online.
- Requested documents will be in a format that takes into account the person's disability and supports will be provided to ensure the person is able to understand and use the documents.

**Service Animals**

Community Living Dundas County recognizes that some people may require the use of guide dogs or other service animals to access services. People who are accompanied by a guide dog or other service animal will be permitted to enter Community Living Dundas County's premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

If the animal is legally excluded from the premises, Community Living Dundas County will provide alternative measures to enable the person to obtain or receive services.

**Support Persons**

Community Living Dundas County recognizes that some people rely on support persons for assistance while accessing services and that these support people may accompany them on Community Living Dundas County premises. As well, people will have access to their support person while on the premises. If Community Living Dundas County charges an admission fee in connection with a support person's presence at an event or function, advance notice will be given regarding the amount, if any, that is to be paid by the support person.

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### **Disruptions to Service**

In the event of a planned or unexpected disruption to Community Living Dundas County's buildings or services (e.g., temporary closure of a ramp), Community Living Dundas County will provide notice of the disruption to the public including; the reason for the disruption, its anticipated duration, and a description of alternative building or services that may be available. Notice of such disruption will normally be posted on Community Living Dundas County's website and may also be posted on the physical premises by the Manager/designate.

- Employees shall inform their Manager/designate of any physical barriers, architectural barriers, information/communication barriers, technological barriers or a policy or practice that poses a barrier for people with disabilities
- Community Living Dundas County shall consider the impact on people with disabilities when planning new initiatives, when purchasing new equipment or technology, or undergoing facility repairs or renovations.

### **Training**

Community Living Dundas County will provide training to its employees, volunteers, and students about the provision of services for people who have a disability. The training will include a review of this policy, the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, as well as the requirements of the Accessibility Standards for Customer Service.

The training will also include:

- How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, service animals or support persons
- How to use any equipment or devices available at Community Living Dundas County that may help with the provision of services to people who have a disability; and,
- What to do if a person who has a disability is having difficulty accessing Community Living Dundas County's services.

Training will be done on an ongoing basis when changes are made to these policies, practices and procedures. New employees will be trained upon commencement of employment. Human Resources will keep a record of all training.

### **Feedback/Comments/Complaints**

The public has an opportunity to provide feedback on the manner in which the Association provides programs, goods and services to people with disabilities. The feedback process permits the person to provide feedback in person, by telephone, in writing, or by electronic or otherwise. The Accessibility Feedback Form details Community Living Dundas County's process for receiving and responding to feedback including timelines and contact information and this process is made available on the website.

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### **Copies of this Policy**

Community Living Dundas County shall make available copies of this policy, as well as the Accessibility Feedback Form, on the Association website or by requesting a copy from the Agency. Community Living Dundas County recognizes that people who have a disability use methods other than standard print to access information. Community Living Dundas County shall make every effort to provide this policy, or the information contained in the policy, in a format that takes into account the person's disability.

### Definition:

The Ontario Human Rights Code defines "Disability" as:

- (i) 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,
- (ii) a condition of mental impairment or a developmental disability
- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (iv) a mental disorder, or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

### **Appendix A:**

Accessibility Feedback Form



## ACCESSIBILITY FEEDBACK FORM

Community Living Dundas County is committed to providing accessible customer service. We welcome your comments to help us monitor and improve our services and your experiences.

CLDC, 55 Allison Avenue, Morrisburg, ON		
Time and date of visit?		
What was the purpose of your visit?		
Which department were you accessing?		
Was the service provided to you in an accessible manner/format?	Yes:	No:
Did you encounter any barriers or difficulties accessing services?	Yes:	No:
Did we respond to your customer service needs?	Yes:	No:
Do you wish to be contacted regarding your customer service experience?	Yes:	No:
Please provide details regarding your customer service experience:		

If you wish to be contacted, please provide your information:

First Name:	
Last Name:	
Street Address:	
Town:	
Daytime Phone Number:	Evening Phone Number:
Email Address:	
How would you like to be contacted:	

This form can be mailed, emailed, faxed or hand delivered to the following:

Accessibility Feedback, 55 Allison Avenue, Box 678, Morrisburg On K0C 1X0 or Fax 613-543-4432 or [cldc@cldc.ca](mailto:cldc@cldc.ca)  
**Community Living Dundas County will respond to your feedback within ten business days outlining action(s) to be taken.**

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service and will be used for the purpose of responding to your comments or request.

January 2011