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1:4) AODA – INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) CUSTOMER SERVICE**Belief**

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Policy

All services provided by Anova shall follow the principles of dignity, independence, integration and equal opportunity.

- **Dignity:** Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence:** Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- **Integration:** Persons with disabilities can access all goods and services. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.
- **Equal Opportunity:** Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Definitions

Accessible means obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary. Ensuring inclusive practices will ensure that all goods and services can be accessed by a larger audience.

Assistive Device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with

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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.

Alternative Formats refers to alternate ways to provide goods and services. Some alternate formats can be used by everyone, while others are designed to address the needs of a specific user. This may be through forms of communication such as speech or writing, or methods such as in person or over the phone. Other examples are large print, electronic text (Word or html), Braille, sign language interpretation, communication devices, media caption, etc.

Assistive Technology is equipment or software such as screen reading, audio recording and voice recognition which people with disabilities use to obtain information and communicate with others. Professors may be asked to supply file formats that are compatible with particular types of assistive technology.

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.

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Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - A member of the College of Chiropractors of Ontario;
 - A member of the College of Nurses of Ontario;
 - A member of the College of Occupational Therapists of Ontario;
 - A member of the College of Optometrists of Ontario;
 - A member of the College of Physicians and Surgeons of Ontario;
 - A member of the College of Physiotherapists of Ontario;
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

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 – a support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Procedures

In accordance with the Customer Service Standards, 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

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G. Training

H. Notice of Availability and Format of Required Documents

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

Anova 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. The Use of 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 Anova.

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.

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Food Service Areas

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below), Anova 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

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

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.

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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, Anova may request verification from the customer.

Care and Control of the Animal:

The customer who 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, Anova will make all reasonable efforts to meet the needs of all individuals.

D. The Use of Support Persons

If a customer with a disability is accompanied by a support person, Anova 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 Anova 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.

Admission Fees

Where Anova requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, Anova will not charge the support persons any fees or fares.

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 Anova. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Anova'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.

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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:

- Services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

When disruptions occur Anova 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 Anova 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. Customer Feedback

Anova 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 the Anova Website and at each location.

Submitting Feedback

Customers can submit feedback by any of the following methods:

On-line: Please submit the online version of our Feedback Form by completing in full and clicking the "Submit" button.

In Person, we have five office locations:

Admin Office: 255 Horton Street E., London, Ontario N6B 1L1

Wellington: 101 Wellington Road, London, Ontario N6C 4M7

Clarke: 450 Clarke Rd, London, Ontario N5W 6H1

Second Stage: 1416 Ernest Ave, London, Ontario N6E 3R3

Mine 101: 900 Oxford Street E, London, Ontario N5Y 5A1

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In Writing: 255 Horton Street E, London, Ontario N6B 1L1

By Phone: 519 642 3003 extension 2227
TTY users can use the Bell Relay System by phoning **711**

By Email: service@anovafuture.org

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within 10 business days.

G. Training

Anova will provide training to all employee groups of Anova, including full-time, part time, seasonal, relief, contractors, students and volunteers. This training will be provided to all new staff and revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

The training will take place within 30 days of a start/placement date. The training will include:

- AODA Customer Service training (comprehensive, condensed and refresher)
- Improving Workplace Accessibility (General Training for Leaders)
- Integrated Accessibility Standards (Design of Public Spaces, Information/Communication, Employment Standards, Transportation)
- Manitoba's Accessibility Standards for Customer Service
- Understanding Human Rights, AODA Edition
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Anova's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Record of Training

Anova will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

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H. Notice of Availability and Format of Documents

Anova shall notify customers that the documents related to the Customer Service Standards 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 Anova, the Anova'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:

- Kim Farrell, Human Resources Manager
- 519 642 3003 ext 2227
- 255 Horton Street E., London, Ontario N6B 1L1
- kimf@anovafuture.org

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