

Ingersoll Support Services Inc.

Policy: Accessibility of Services

Policy # S 15

Section: Services

Policy Approved: *May 2012*

Procedure Revision:

Ministry requirement: AOD Act

Review Date: September 26 2017

Ingersoll Support Services will ensure that all citizens are able to access its service locations and service information in a manner considerate of their needs. ISSI will be a leading advocate for accessibility in our community on behalf of people we support.

Procedure:

1. It is understood that the values of the organization applied to supportive services for people we support are extended to all citizens as detailed in the *Accessibility for Ontarians with Disabilities Act (2005)* and the *Accessibility Standards for Customer Service Regulation (429/07)*. Customers, and therefore Customer Service, include persons supported by the agency in addition to any citizen accessing our services, seeking to communicate with the agency, or to access information about us.

2. 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

Ingersoll Support Services 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 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 services; and
- communicating in a manner that takes into account the customer's needs.

b. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by Ingersoll Support Services.

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. 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. If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, ISSI 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, ISSI 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.

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 ISSI. In the event of any temporary disruptions to facilities or services that customer's with disabilities may rely on, reasonable efforts will be made to provide advance notice. In some circumstances advance notice may not be possible.

f. Feedback Process

ISSI 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. 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 all employees, volunteers, agents and/or contractors who provide customer service to the general public or other third parties that act on behalf of ISSI. ISSI will keep a record of training that includes the dates training was provided and the number of employees who attended the training. 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
- ISSI's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities

h. Notice of Availability and Format of Documents

ISSI 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 ISSI.