



CHILDREN'S AID SOCIETY OF ALGOMA POLICY MANUAL

ADMINISTRATIVE RESOURCES

Section: General

Subject: Accessible Customer Service

Licensing Requirement/Standard #:

“Ontarians with Disabilities Act (ODA) 2001” and the “Accessibility for Ontarians with Disabilities Act (AODA) 2005”

POLICY

All people, regardless of disability, have equal right of access to all goods and services provided by the Children's Aid Society of Algoma. This policy establishes that all goods and services provided shall be provided to persons with disabilities and all customers in accordance with the following key principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Equity/Equality of Outcome: Service outcome is the same for persons with disabilities as for persons without disabilities.

Integrated: Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

In addition to the above key principles, the Children's Aid Society of Algoma will be:

Sensitive: Service is provided in a manner that is respectful to an individual's needs.

Responsive: Service is delivered in a timely manner, considering the nature of the service and the accommodation required.

Providing Goods and Services to People with Disabilities

The Children's Aid Society of Algoma is committed to excellence in serving all customers, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by other means – e.g. email, if telephone communication is not suitable to their communication needs or is not available.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. If it cannot be easily identified that the animal is a service animal, we can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

We are committed to welcoming people with disabilities who are accompanied by a support person. Before making a decision to allow a support person to accompany a person with a disability we must:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available information
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

In such a situation, the admission fee or fare for the support person must be waived if one exists.

Notice of Temporary Disruption

The Children's Aid Society will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

This notice will include information about the reason for the disruption, its anticipated duration, and when necessary, appropriate alternative services will be provided.

Training of Staff

The Children's Aid Society of Algoma will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.

Training shall be mandatory for all new employees upon their initial orientation.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- Instruction on the use of equipment or devices available, such as wheelchairs.
- What to do if a person with a disability is having difficulty accessing the services of the Children's Aid Society of Algoma.
- The Children's Aid Society of Algoma's policies, practices, and procedures relating to the customer service standard

Feedback Process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, in writing, or by delivering an electronic text by e-mail or on diskette or otherwise. We will ensure that the feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.

All feedback may be provided directly to the Assistant to the Executive Director at the Children's Aid Society of Algoma. Trends will be reviews on an annual basis and reported to Senior Management Team.

Approved:



Date:

August 2, 2016

I, _____, have read and understand
Policy AR-GEN.5 Accessible Customer Service

Signature

Date