

**DRAFT: HR Proactive Sample Policy for Non-government Service Providers**

## Provision of Goods and Services to People with Disabilities

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*Please note:*

- *Where this policy varies from the Accessibility Standard for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the AODA Standard will apply.*
- *This policy may require revision as other standards are introduced under the AODA.*
- *If your organization employs twenty or more employees, the AODA Customer Service Standard requires that:*
  - *All your policies , practices, and procedures for providing accessible customer service are documented and meet other document requirements as set out in the Standard.*
  - *All your customers are notified that these documents are available upon request.*
  - *Persons with disabilities who request these documents are provided the information in a format that takes into account the person’s disability.*

## Policy Statement

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*[Service provider name]* is committed to the provision of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

## Definitions

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### **Disability:**

For the purpose of this policy, the term “disability” includes:

- a. 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,

- b. a condition of mental impairment or a developmental disability;
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder; or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### **Employee:**

For the purposes of this policy, The term “employee” refers to any person regarding whom *[service provider name]* pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

- a. fulltime employees
- b. part-time employees
- c. seasonal employees
- d. contract employees

### **Service Animal:**

For the purposes of this policy, an animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. 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 animal” also includes a guide dog as defined under the Blind Persons’ Rights Act Section 1.

### **Support Person:**

For the purposes of this policy, a “support person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

## Operating Principles

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### Accessible Communication

[Service provider name] and its employees will communicate with people with disabilities in ways that take into account each person's particular disability.

### Service Animals and Support Persons

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

- a. where services are provided at premises owned or operated by [service provider name] and
- b. where the public or third parties have normally have access to such premises

Where a support person accompanying a person with a disability is required to pay an admission fee to enter our premises, notice of the amount of this fee will be provided in advance of their visit.

### Assistive devices

[Service provider name] is committed to serving people with disabilities who use assistive devices. We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services

### Disruption In Service

[Service provider name] will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### Training

[Service provider name] will provide training to:

- a. All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of [service provider name].
- b. All those who are involved in the development, approval, monitoring or implementation of [service provider name] customer service policies, practices and procedures about the provision of good and services to the public and/or third parties.

This training will be provided within \_\_\_\_\_ weeks of when the individual commences performing duties for *[service provider name]*. Additional training will be provided within \_\_\_\_\_ weeks of any revisions made to this policy and/or related procedures and practices.

Such training will include the following:

- a. A review of the purposes of the AODA and the requirements of its Customer Service Standard.
- b. How to interact and communicate with persons with various types of disability.
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- d. How to use equipment or devices available on *[service provider name]'s* premises or otherwise provided by *[service provide name]* that may help with the provision of goods or services to a person with a disability.
- e. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

### **Feedback Process**

*[Service provider's name]* will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods or services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by e-mail or on diskette or otherwise.

The feedback process will specify the actions to be taken by *[service provider name]* in the event that a complaint is received. A response will be provided to the person making the complaint within \_\_\_\_\_ working days.

### **Responsibilities**

(Service provider's name) is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. (Service provider's name) will provide advice and direction on the implementation of this Policy.

Supervisors and managers will ensure that they and their employees are familiar with this Policy.

### **Monitoring and Contraventions**

Supervisors and managers will monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

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