

Customer Service - Serving Persons with Disabilities AODA

Policy:

FSPH is committed to achieve accessibility for Ontarians with disabilities with respect to services, facilities, accommodation, employment, buildings, structures and premises in accordance with the requirements of Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act 2005. (AODA)

Communication materials about the agency such as website, brochures, social media are presented in an accessible format and medium.

Procedure

All employees, volunteers, and contracted service providers who deal with the public, or other third parties as well as persons involved in developing FSPH policies, procedures, and practices pertaining to the provision of services to the public and other third parties, align with the following guiding principles:

1. The provision of services is in a manner that respects the dignity and independence of persons with disabilities.
2. Integration of the provision of services to persons with disabilities and others unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
3. Giving persons with disabilities an opportunity equal to that given to others to obtain, to use, and to benefit from the services.

Communication:

FSPH promotes the independence and integration of those with disabilities. When communicating with a person with a disability, individuals working on behalf of FSPH do so in a manner that takes into account the person's disability and makes reasonable efforts to have the person with a disability understand both the content and intent of its communications.

Use of Assistive Devices:

FSPH is committed to serving persons with disabilities who use assistive devices to obtain, to use, or to benefit from our services. FSPH trains staff members on or about the assistive devices made available by FSPH and realizes that persons with disabilities may use their own assistive devices to access FSPH services.

Billing:

FSPH is committed to providing accessible invoices to all of our customers. For this reason, invoices be provided by hard copy or email and reviewed verbally upon request.

Use of Service Animals:

FSPH is committed to welcoming persons with disabilities and their service animals at our various sites that are open to the public and other third parties, and welcomes the person to keep the service animal with them. FSPH provides training on how to interact with persons with disabilities whom a service animal accompanies, to all people to whom this policy applies. If the law excludes the service animal from FSPH sites, FSPH facilitates other means by which persons with disabilities can access FSPH services.

Use of Support Persons:

FSPH is committed to welcoming people with disabilities accompanied by a support person. On occasion persons with disabilities require the assistance of a support person to protect their health and safety or the health and safety of others. If necessary, FSPH may require a support person to accompany a person with a disability.

Notice of Temporary Disruptions in Services and Facilities:

If there is a temporary disruption in FSPH site facilities or services, which are utilized by persons with disabilities, completely or in part, FSPH gives the public notice of the disruption.

Training:

FSPH is committed to providing training to all employees, volunteers, students, and contracted service providers and others who deal with the public or other third parties on behalf of FSPH. FSPH provides training to those who are involved in the development and approvals of policies, practices, and procedures that deal with the provision of services to the public or other third parties.

Feedback/Complaint Process:

Feedback on FSPH services are welcomed and appreciated. Client Satisfaction Surveys are done regularly and inquire about accessibility. Feedback can be received by email, hard-copy and verbally. Feedback is used to continually assess and improve the accessibility of Family Services Perth-Huron's programs, services and resources.

FSPH has a Complaint Policy and Procedure in compliance with the requirements of the AODA 2005.

Availability of the Accessible Customer Service Documents:

FSPH prepares any additional documents describing its policies, practices, and procedures as required by Ontario Regulation 429/07 and, upon request, gives a copy of the documents to any person. Further, FSPH makes reasonable efforts to inform persons to whom it provides services that the documents required under Ontario Regulation 429/07 are available upon request.

FSPH gives the person the documents, or the information contained in the documents, described above, in a format that takes into account the person's disability.

Questions:

If anyone has a question about Agency policies or the purpose of a policy is not understood, an explanation shall be provided by FSPH, Staff Members, Supervisors or the Executive Director.

Related Documents:

Ontario Human Rights Code:

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

Ontario Regulation 429/07 - Accessibility Standards for Customer Service:

[http://www.e-](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

[laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm).

Ministry of Community and Social Services: *Access Ontario*

www.accesson.ca/compliance

Ministry of Community and Social Services: *Accessibility for Ontarians with Disabilities*

<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario>

OHA: www.oha.com

FSPH Related Policies:

Eligibility for Access to FSPH Services

Fees

Client Complaints and Appeals

Code of Ethics

Hiring

Service Planning

Personnel Policy Manual

Service Plan Review

Clients' Rights: Access to Service and the Right to Self-Determination

DEFINITIONS

The AODA and Ontario Regulation 429/07 contain and refer to various definitions that are relevant to this policy, some of which are set out below.

BARRIER: anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice ("obstacle")

DISABILITY:

(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 ("handicap")

GUIDE DOG: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons' Rights Act 1990 s1 (1))

SERVICE ANIMAL: an animal acting as 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

SUPPORT PERSON: in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

See also Communication Policy.

Clients' Rights: Access to Service and the Right to Self-Determination Policy

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