			
STATEMENT of POLICY and PROCEDURE			
Manual:	Program, Board	PP No.:	PRG 9.08
Section:	Operational Agency	Issued:	Aug. 3, 2010
Subject:	ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT CUSTOMER SERVICE STANDARD	Replaces:	Oct 10, 2017
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Issued by:	Board of Directors	Dated:	Oct. 15, 2019

I POLICY

- 1.01 Community Living Chatham-Kent shall endeavour to ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service Standard.
- 1.02 Community Living Chatham-Kent shall provide an environment in all of its facilities that reflects the values of diversity, dignity, inclusion, independence and equal opportunity for all persons who have a disability.

2 PURPOSE

- 2.01 This policy, practices and procedures have been established by Community Living Chatham-Kent to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and specifically Regulation 429/07 “Accessibility Standards for Customer Service”.
- 2.02 To ensure that all customers/people are treated with dignity and respect.

3 SCOPE

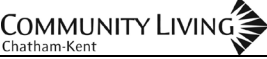
- 3.01 This statement of policy and procedure applies to all employees, people receiving support, volunteers, and students on placement.

4 RESPONSIBILITY

- 4.01 It is the responsibility of the location manager to ensure that all employees, participants, volunteers, and students on placement understand and comply with the policy.
- 4.02 It is the responsibility of all employees, participants, volunteers, and students on placement to adhere to the policy.

5 DEFINITIONS

- 5.01 “**Accessibility**” – Extent to which a consumer or user can obtain a good or service. Ease of contact with a person or organization. Ease of entry.
- 5.02 “**Assistive Device**” – A device that assists users in accomplishing day to day functions (such as wheelchairs, mobility aids, hearing aids, special eating utensils).

			
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- 5.03 **“Service Animals”** – Animals that have been trained to perform tasks that assist people with disabilities i.e. guide dog.
- 5.04 **“Communication”** – The process of transferring information from one person to another.
- 5.05 **“Customer”** – Anyone who is accessing Community Living Chatham-Kent’s services or facilities. This includes paying and non-paying members of the public, and people supported.

6 REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE

- 6.01 Vision, Mission, and Belief Statements
- 6.02 Integrated Accessibility Standards Regulation (9.09)

7 PROCEDURES

7.01 Training


All employees, participants, volunteers, students on placement and others who deal with the public or other third parties on behalf of the organization shall receive training which shall include:

- The purpose of the Accessibility of Ontarians Disability Act, 2005, and Integrated Accessibility Standards Regulation requirements of the Customer Service Standard.
- Overview and the requirements of the Customer Service Standard.
- A review of this policy including an annual review.
- How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, a service animal or support person.
- What to do if the person who has a disability is having difficulty accessing agency goods, services or facilities.

The training of employees shall be conducted through the use of E-Learning within the new employee’s probationary period and every three years thereafter. The training shall be followed by a test to determine the employees’ understanding of the policy. Additional training shall be provided when changes are made to policies, procedures and practices.

7.02 Communication

When communicating with a person who has a disability, employees of Community Living Chatham-Kent shall communicate in a manner that takes into account the person’s disability and is respectful of the person.

			
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7.03 Telephone Services

The organization shall communicate with customers over the phone utilizing clear and plain language. In addition to the telephone, email and text messaging can be used.

7.04 Location Accessibility

An assessment of physical accessibility needs shall be conducted monthly during the Monthly Workplace Inspection Report, and at the time of the annual audit.

7.05 Assistive Devices

Community Living Chatham-Kent shall support people who use assistive devices to obtain, use or benefit from its services. The agency shall also ensure that employees are aware of available assistive devices that are at locations that may be used by customers.

7.06 Service Animals

Community Living Chatham-Kent is committed to welcoming people who have disabilities who are accompanied by a service animal on the premises that are open to the public. If the animal cannot be easily identified as a service animal then the person can be asked to provide documentation from a regulated health professional. This documentation must confirm that the person needs the service animal for reasons relating to their disability.

7.07 Support Persons


For people who require a support person for assistance while accessing service, the support person may enter the premises for health and safety reasons after Community Living Chatham-Kent has: consulted with the person who has a disability to understand his/her needs; considered the health and safety reasons based on the available evidence and determined if there is no other reasonable way to protect the health and safety of the person or others on the premises. In such a situation Community Living Chatham-Kent shall waive the admission fee or fare for the support person, if one exists.

7.08 Billing

Accessible invoices shall be provided to customers as required. Upon request invoices shall be provided in large print or by email. Questions about any invoice shall be answered in a manner required by the person.

7.09 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to Community Living Chatham-Kent's facilities or services that are usually used by persons who have a disability, Community Living Chatham-Kent shall provide notice of the disruption to the public. This shall include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

			
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Notice shall also be placed on public entrances and the service counters on the premises.

7.10 Feedback Process

Community Living Chatham-Kent strives to meet and exceed customer expectations while serving customers who have disabilities. Comments, both positive and constructive are welcomed and considered instrumental in measuring how well customers' expectations are being met. Feedback can be given to any employee, is appreciated on Comment Cards, available at every location, or by selecting "Contact Us" on our website and leaving your comments in the "your message" box. When feedback is given by a person who has a disability this feedback can be provided in a manner that takes into account the person's disability.

Complaints regarding Community Living Chatham-Kent's Accessibility Policy can be made by utilizing the agency's Internal/External Complaint Procedure located on our website under the tab > Who We Are > Policies & Procedures > Internal Complaint Procedure or External Complaint Procedure.

7.11 Translations

If anyone has questions regarding this policy, Community Living Chatham-Kent shall provide copies of this policy, or the information contained in the policy, in a format that takes into account the person's disability.

8 ATTACHMENTS

AccessForward – Integrated Accessibility Standards Regulation – Training Module for the Customer Service Standard.