

<b>POLICY</b> Accessibility Standard for Customer Service	
<b>MANUAL:</b> Personnel	
<b>REVIEWED BY:</b> Director of Human Resources	<b>ORIGINAL DATE</b> October 2009
<b>APPROVED BY:</b> PAUL TAYLOR	<b>REVISED DATE:</b> June 2013
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### **ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE**

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

## **Policy**

Grove Park Home is dedicated to excellence in serving all customers including people with disabilities. The Home is committed to safety and is proactive in eliminating barriers for everyone who accesses the facility.

Grove Park Home will make reasonable efforts to ensure:

1. That goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
2. The provision of goods and services to people with disabilities, and others, are integrated unless an alternate measure is necessary to enable a person with a disability to obtain, use, or benefit from the goods and services provided; and
3. People with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods and services provided.

## **Procedure**

Through feedback, education and training, Grove Park Home will continue to improve accessibility for people with disabilities by preventing and eliminating barriers.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

## **Use of Support Persons**

If a person with a disability is accompanied by a support person, Grove Park Home shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

If it is necessary for the health and safety of a person with a disability or of others on the premises, Grove Park Home may require a person with a disability to be accompanied by a support person while on the premises (any accommodation fees will not be the expense of Grove Park Home).

Grove Park Home does not charge an admission fee. Where there are special events hosted by Grove Park Home and a fee is required, appropriate notice will be given by posted notification and/or newsletters/website.

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## Use of Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, Grove Park shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her.

If a service animal is not permitted in areas of the Home in accordance to Grove Park Home Policies or Ministry and/or Compliance reasons, the Home shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the goods or services provided.

It is the responsibility of the person with a disability to ensure that his or her service animal is under control at all times and abides by the Home's Pet Policy (*Res. 10*) which would be explained upon admission to the Home.

## Assistive Devices

The Home will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered except;

- When these personal assistive devices interrupt services to the residents;
- Are a safety concern.

Grove Park Home will work with the individual to:

- Assess service delivery and potential service options to meet the needs of the individual; and
- Identify alternative services on how a person with a disability can access the services, either temporarily or on a permanent basis.

## Notice of Temporary Disruptions

Temporary disruptions at Grove Park Home may occur due to reasons that may or may not be within the Home's control or knowledge. Every reasonable effort will be made to provide notice of the disruption to the public. This notice will contain:

- The reason for the disruption;
- The anticipated duration;
- A description of alternate facilities or services, if available; and
- Contact information.

If the disruption is anticipated, Grove Park Home will provide a reasonable amount of advance notice of the disruption. The Home will provide notice by posting the information in visible places, and on the website ([www.groveparkhome.on.ca](http://www.groveparkhome.on.ca)) or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

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## Training for Staff

The Home shall ensure that an employee; a volunteer; or person with a professional affiliation with the Home receives appropriate training and instruction about the following matters, as necessary:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and requirements of the customer service standard.
- How to interact and communicate with persons with various types of disability;
- Communicating the Residents' Bill of Rights
- 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;
- What to do if a person with a particular type of disability is having difficulty accessing the Home's goods or services.
- Training will be provided as close to an employee's hire date as possible.
- Training will be provided on an ongoing basis as changes to the policies, practices and procedures are made.
- Detailed records of training will be documented.

## Feedback Process

Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Those who wish to provide feedback on the way Grove Park Home provides goods and services to people with disabilities can do so by telephone, in person, in writing, in electronic format or through other methods of communication. All feedback will be directed to the Homes' Executive Director. Responses from the Executive Director will be given within ten (10) days and will be replied in a format that takes into account a person's disability.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the website [www.groveparkhome.on.ca](http://www.groveparkhome.on.ca) and/or in other appropriate locations.

Complaints will be investigated as described in Grove Park Home's lodging complaints procedures.

## Notice of Availability of Documents

Notice of availability of Documents required by the Accessibility Standards for Customer service will be posted at the entrance of the Home and on the website.

Any documents that are required to be duplicated for the public will be made available upon request. The Home shall give the requesting person the document, or the information contained in the document, in an agreed upon format that takes into account a person's disability.

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## Definitions

**Assistive Device:** a device used to assist persons with disabilities in carrying out activities or in accessing the services and programs.

**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, 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*.

**Guide Dog:** a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the *Blind Persons' Rights Act*, R.S.O. 1990 c. B. 7.

**Service Animal:** 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 Disruption:** a planned or unplanned unavailability of facilities or services, including but not limited to closed washroom facilities and elevators that are inoperable due to maintenance.

**Support Person:** 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.