

4.8 Accessibility Standards for Customer Service

Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial Legislation 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 on or before January 1, 2025.

Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. This regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and addresses the following:

- The provision of services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Staff training
- Customer feedback regarding the provision of goods and services to persons with Disabilities
- Notice of availability and format of documents and meetings

Scope

This policy applies to all members of the Bayfield Homes community, including, though not necessarily limited to all full and part-time employees of Bayfield, consultants, placement students and visitors.

Policy Statement

In fulfilling our mission, Bayfield strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

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Providing services to people with disabilities

Bayfield is committed to excellence in serving all customers including people with disabilities and will carry out our functions and responsibilities in the following areas:

Communication

Bayfield is committed to communicating with persons with disabilities in ways that take into consideration their disability. To ensure this we will;

- Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities, guided by the principles of dignity, independence and equality.
- Offer alternative communication formats that will meet customer needs as promptly as feasible.
- Provide alternative format documents that will meet the needs of the customer in a timely fashion.
- Offer to communicate with customers by email, fax, and standard mail, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from Bayfield's services through the use of their own assistive devices. However, in situations where it has been determined that use of such device may pose a health and safety risk to the person with the disability and/or any persons on the Bayfield premises, alternate accommodations will be sought out.

Service Animals

Service animals, such as, but not limited to Guide dogs, Hearing dogs, Seizure Response dogs, and other certified service animals shall be permitted entry to all Bayfield's facilities and meeting rooms that are open to the public.

- Service animals are not permitted anywhere food is being prepared or, as otherwise disallowed by law

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Bayfield's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request:

- Hard copy
- Large print, and
- E-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Notice of Disruption

If at any time Bayfield's ability to provide standard services to partner agencies or family members becomes disrupted, notice will be provided on the Bayfield website and telephone system.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative means to provide services, if available.

Training

Bayfield will provide training to all employees, volunteers and others who deal with the public, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Individuals in the following departments will be trained:

- All Employees

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 and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Bayfield's services
- Bayfield's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing

basis when changes are made to these policies, practices and/or procedures. Subject: Accessibility Standards for Customer Service Dated: 4-Oct-11 Revision: Draft Accessible Customer Service Policy - Draft Page 5 of 6

Legislation

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 429/07

[Accessibility Standards for Customer Service, Ontario Regulation 429/07](#)

Feedback

Bayfield's ultimate goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide services to people with disabilities can be made verbally or in writing. All feedback will be directed to the Human Resources Department and customers can expect to hear back within 14 days regarding their suggestions and/or complaints

Questions

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to Bayfield Human Resources Subject: Accessibility Standards for Customer Service Dated: 4-Oct-11 Revision: Draft Accessible Customer Service Policy - Draft Page 6 of 6

Appendix A: - Definitions

Disability:

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

Accessible: Capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.

Assistive Device: A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the customer Service Standard.

Dignity: Respecting and treating every person including persons with a disability as valued and as deserving of effective and full service as any other customer.