



STATEMENT **Accessibility Standards
For Customer Service**

Policy # HR 2.08

**Community Living Kingston
& District**

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SECTION HUMAN RESOURCES
Sub-section 1 General

July 2012

External References

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990

Cross References:

1. Rights of Participants – Board Policy # 16
2. Ethical Code of Corporate Responsibility – Board Policy # 18
3. Pets and Service Animals – Operations Policy # 1.10
4. Complaint Resolution – Operations Policy # 3.08

Preamble

The Accessibility for Ontarians with Disabilities Act, 2005 set various standards and deadlines to increase accessibility by 2025. This policy is intended to set a foundation for expectations while meeting the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the aforementioned Act. Community Living Kingston and District is committed to meeting all applicable deadlines and will review this policy on an ongoing basis as required to address future requirements and respond in the event of further legislative changes.

Policy

Community Living Kingston and District strives at all times to provide all of its goods and services in ways that respect the dignity and independence of people with disabilities. The organization is also committed to providing access to supports and services in ways that take into account peoples' disabilities and specific requirements for the provision of service. This policy applies to all people with disabilities whether they are seeking services from our organization, seeking employment with our organization, visiting, or volunteering with our organization. The agency will comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, AODA, the Ontario Human Rights Code and all other related legislative requirements. It is a

requirement that all employees, volunteers and Board Members adhere to the provisions of this policy.

Terms of Reference

1. **Assistive Devices** –as defined in the Guide to the Accessibility Standards for Customer Service, is a technical aide, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. Examples include, but are not limited to walkers, canes, wheelchairs, hearing aids or oxygen tanks.
2. **Barrier** – as defined in the Accessibility for Ontarians with Disabilities Act is 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, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
3. **Disability** – as defined in the Accessibility for Ontarians with Disabilities Act and the Human Rights Code is:
 - 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 coordination, 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 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;
4. **Guide Dog** – as defined in Ontario Regulation 429/07 and section one (1) of the Blind Persons Rights Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons Rights Act.
5. **Premises** – all public locations owned and operated by Community Living Kingston and District where people have access, including but not limited to, family members of people supported, volunteers, and employees.
6. **Service Animal** – as defined in Ontario Regulation 429/07 is a service animal for a person with a disability,

- If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability
7. **Support Person** – as defined in Ontario Regulation 420/07 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.

Procedures

1. Community Living Kingston and District will provide services and communicate with people with disabilities in ways that takes into account their disability. This is inclusive of all buildings and properties owned by Community Living Kingston and District, a person's environment, transportation and communication services as well as attitudinal barriers.
2. Depending upon the need, this may include but is not restricted to use of communication devices and media such as large print, TTY machines, telephone relay services, or email. We are committed to assisting people with disabilities who use personal assistive devices to obtain, use or benefit from our services and services.
3. Community Living Kingston and District welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties except where excluded by law, under the Food Safety and Quality Act.
4. The role of a support person(s) who accompanies a person with a disability is respected and the support person will be included based on the personal preferences and or needs of the person. Fees will not be charged for a support person who is accompanying a person with a disability to any Community Living Kingston and District event or work locations.
5. Community Living Kingston and District will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.
6. Community Living Kingston and District will provide training to all existing employees, and all new employees upon hire, who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will be

comprised of a review of a Training Guide accompanied by a short competency based quiz, and will be revised and updated as necessary based on changes in either legislation or CLKD practices.

7. Feedback regarding the way Community Living Kingston and District provides goods and services to people with disabilities can be made:
 - in person at 1412 Princess Street or the business location where the complaint is about;
 - verbally by calling 613-546-6613
 - email to the Executive Director or designate
 - through periodic satisfaction surveys carried out by the agency
 - in accordance with the provisions of Operations Policy # 3.08 – Complaint Resolution
8. If a complaint is received it will be responded to, in writing, within 3 business days by the appropriate person and actions will be taken to respond or resolve any issue presented. Information about the complaint process will be posted at all work locations and will be available in plain language and audio.
9. Community Living Kingston and District will conduct an annual Accessibility Self-assessment to identify gaps and areas for improvement. This assessment will be inclusive of all community homes, work locations, information and policies, as well as agency vehicles. The process will include opportunity for people who receive services to provide input and feedback.