

	Accessible Customer Service
	Standards of Practice and Procedures
Policy Link(s):	Policy 4.5.1 - Access
Form(s):	Accessibility Feedback Form
Program(s):	All Programs

(The printed document is for reference only. Please refer to electronic document for most current version.)

1. Statutory Regulations and Standards Connections

1. Accessibility for Ontarians with Disabilities Act (AODA), 2005, O. Reg. 429/07
2. Integrated Accessibility Standards Regulation
3. [Canadian Charter of Rights and Freedoms](#)
4. CQL Basic Assurances: Rights Protection and Promotion

Related Standards of Practice and Procedures

1. [Complaints](#)
2. [Mandatory Staff Orientation and Training](#)
3. [Volunteer Orientation/Training](#)
4. [Inclement Weather/Special Circumstances](#)
5. [Volunteer Orientation Pathway](#)

2. Standards of Practice

1. Simcoe Community Services is committed to providing consistent customer service to persons with disabilities while maintaining these four key principles:
 - Dignity
 - Independence
 - Inclusion
 - Equal Opportunity.

2. Simcoe Community Services is committed to welcoming all persons. As such, agency premises are accessible to people with disabilities, including those who may use various assistive devices and/or are
 - i. accompanied by a service animal; or
 - ii. accompanied by a support person.

3. If a person with a disability requires a support person to protect their health or safety or the health or safety of others, SCS may require the person to be accompanied.
4. SCS is committed to establishing, implementing and maintaining comprehensive training for the Board of Directors, staff, volunteers and other agents, as appropriate, on the provision of satisfactory customer service to persons with disabilities. Human resources provides all new staff with a link to on line training, Volunteers are provided with [Volunteer Orientation/Training](#)
5. If people with disabilities usually use particular facilities or services of SCS and if there is a temporary disruption in those facilities or services in whole or in part, SCS shall give notice of the disruption to the public. Notice of the disruption will include the following information:
 - i. the reason for the disruption;
 - ii. the anticipated duration; and
 - iii. a description of what alternative facilities or services are available, if any.
6. SCS will provide alternate formats of its own information to its customers, where needed to ensure accessibility.
7. Information related to the agency's accessible customer service practices will be posted on the agency's website for public access.
8. Feedback regarding the agency's accessible customer service will be welcomed and any complaints related to accessible customer service will be handled via the agency's complaints process, as per [Complaints](#).

3. Procedures

A. Use of Service Animal

1. Staff may request verification if it is not readily apparent that the service or guide dog is used by the person for reasons relating to his or her disability.
2. Staff will ensure that a person with a disability who is accompanied by a service animal maintains care and control of that animal at all times.
3. If a customer or a staff member has an allergy to animals, SCS shall make alternate arrangements to accommodate the needs of all individuals.

B. Use of Support Person

1. If a person with a disability is accompanied by a support person, staff shall ensure that both persons are welcomed 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.
2. If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises (for the reason of health and safety and in consultation with the person, resulting in the support person being required) the fee or fare (if applicable) for the support person must be waived.
3. In situations where SCS has obligations under privacy laws or has issues of confidentiality or professional obligations, support staff shall request that the support person agree to requirements of service just as the person with a disability does.

C. Alternate Format

1. Upon request, staff will provide materials in alternate formats in a manner agreed upon by the requester and SCS.

D. Accessibility Feedback

1. All reception areas will maintain a supply of [Accessibility Feedback Forms](#) in a prominent, accessible location.
2. Staff will forward any completed Accessibility Feedback forms received (via hard copy, telephone or electronically) to the Continuous Quality Improvement Manager for tracking and follow up, as per the [Complaints](#) standard of practice and procedures.

4. Other Relevant Considerations

Glossary:

“**guide dog**” means a guide dog as defined in section 1 of the Blind Persons Right's Act

“**service animal**” means a service animal for a person with a disability.

A dog or an animal 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.

“**support person**” means, 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.

5. Development History

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