

SAMPLE POLICY FOR ACCESSIBLE CUSTOMER SERVICE

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Becoming accessible means developing policies on how your organization will provide service to customers with disabilities. Remember the principles of independence, dignity, integration and equal opportunity as you create your policies. Below, you'll find a sample to help guide you.

Providing goods, services or facilities to people with disabilities

[Name of organization] is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

[Name of organization] understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

[Name of organization] is committed to complying with both the Ontario Human Rights Code and the AODA.

[Name of organization] is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

[If applicable, identify other measures]

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

[If applicable, identify how your organization will train staff on the use of assistive devices]

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following: *[List different ways to communicate]*

We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

College of Audiologists and Speech-Language Pathologists of Ontario

College of Chiropractors of Ontario

College of Nurses of Ontario

College of Occupational Therapists of Ontario

College of Optometrists of Ontario

College of Physicians and Surgeons of Ontario

College of Physiotherapists of Ontario

College of Psychologists of Ontario

College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

explain why the animal is excluded

discuss with the customer another way of providing goods, services or facilities

[Complete the following only if applicable:]

Service animals are prohibited from the following areas:

[Identify the prohibited areas of your premises]

Under [name of law/act]

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

[If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, choose one of the following policy options:]

Fee/fare will not be charged for support persons.

or

[\$[Amount] will be charged to the support person for admission to [Organization name]'s premises.

Notification

We will notify customers of this by posting a notice in the following location(s):

[List location(s)]

In certain cases, *[organization name]* might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

the person with a disability
others on the premises

Before making a decision, *[organization name]* will:

consult with the person with a disability to understand their needs
consider health or safety reasons based on available evidence
determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If *[organization name]* determines that a support person is required, we will waive the admission fee or fare *[if applicable]* for the support person

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities *[organization name]* will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

[List services/facilities].

The notice will be made publicly available in the following ways:

[List ways]

Training

[Organization name] will provide accessible customer service training to:

all employees and volunteers
anyone involved in developing our policies
anyone who provides goods, services or facilities to customers on our behalf.
Staff will be trained on accessible customer service within *[timeframe]* after being hired.

Training will include:

purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

[Organization name]'s policies related to 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

how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.

These include:

[List equipment/devices]

what to do if a person with a disability is having difficulty in accessing *[organization name]*'s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

[Organization name] welcomes feedback on how we provide accessible customer service.

Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

[List ways to provide feedback]

Customers who wish to provide feedback on the way *[organization name]* provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

[List way(s)]

All feedback, including complaints, will be handled in the following manner:

[Describe. e.g. Feedback will be directed to the (position title)]

Customers can expect to hear back in *[number]* days.

[Organization name] will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

[Organization name] will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

[List location(s)/way(s)]

[Organization name] will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

Any policies of *[organization name]* that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.