

Kitchener Downtown Community Health Centre

Type of Policy:

<input type="checkbox"/> Administration (A)	Client Services
<input type="checkbox"/> Financial (F)	<input checked="" type="checkbox"/> General (CG)
<input type="checkbox"/> Board of Directors (B)	<input type="checkbox"/> Programs (CP)
<input type="checkbox"/> Human Resources (H)	<input type="checkbox"/> Medical Services (CM)
<input type="checkbox"/> Occupational Health & Safety (S)	
<input type="checkbox"/> Volunteers (V)	

Policy No: CG1104

Title: Accessibility Standards for Customer Service

Background

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.

Accessibility Standards for Customer Service are outlined in Section IV.2 of Ontario 191/11 Integrated Accessibility Standards.

Policy

1. KDCHC will strive to provide services in a way that respects the dignity and independence of people with disabilities.
2. KDCHC will maintain policies, procedures as well as a training program to ensure the organization is in compliance with Part IV.2 “Customer Service Standards” of Ontario Regulation 191/11 – Integrated Accessibility Standards.

Policies and procedures will address the following:

- a. Communications with Persons with a Disability
 - b. Assistive Devices
 - c. Service Animals
 - d. Support Persons
 - e. Temporary Disruptions in Service
 - f. Feedback processes
3. KDCHC will notify all persons that a copy of this policy is available upon request by posting the information at a conspicuous place at the KDCHC premises or on the KDCHC website.

Training

4. KDCHC will ensure that the following persons receive training about the provision of its, services and facilities with respect to persons with disabilities: employees, volunteers, students, as well as every person who participates in developing KDCHC's policies or who provides goods, services or facilities on behalf of KDCHC.
5. Training will include the following:
 - a. The purposes of the AODA and its requirements related to accessibility standards for customer service;
 - b. Information regarding KDCHC policies, practices and procedures relating to the customer service standards;
 - c. How to interact and communicate with people with various types of disabilities;
 - d. What to do if a person with a particular type of disability is having difficulty accessing your materials or services;
 - e. How to interact with people with disabilities who use an assistive device, service animal or support person;
 - f. How to use the equipment or assistive devices that may be provided for use by KDCHC.
6. Every person shall be trained as soon as practicable and be provided with training regarding any changes to KDCHC's policies and procedures related to accessibility
7. KDCHC shall keep records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided.

Definitions

Assistive Devices:

These may be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

Client or Customer:

A person who inquires about, or accesses the services of KDCHC, or visits our site.

Dignity:

Treating a client with a disability as valued and deserving of the same type of service as KDCHC provides to any other client.

Disability:

The definition of "disability" is that used in the Human Rights Code as follows:

- 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

The Code goes on to state that, “Disability” should be interpreted in broad terms. It includes both present and past conditions, as well as a subjective component based on perception of disability.” This definition therefore includes disabilities of varying severity, those that are visible and non-visible, as well as disabilities with effects that may come and go.

Service Animals:

Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are for example are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. An animal is qualified to be a service animal if it is readily apparent the animal is used by the person for reasons relating to their disability; or the person provides a letter from a regulated health professional designated in the Regulation confirming the person requires the animal for reasons relating to the disability.

Guide Dog:

A guide dog is a dog trained as a guide for a blind person. This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Persons’ Rights Act and has been qualified as a guide dog.

Support Person:

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or access to services. This may be a professional, relative, volunteer or friend.

Reference Documents:

- Human Rights Code of Ontario
- Accessibility for Ontarians with Disabilities Act, 2005
- Customer Service Standard, Ontario Regulation 191/11 Integrated Accessibility Standards
- Blind Person’s Right Act: Regulation 58 Guide Dogs
- KDCHC Anti-oppression framework

Related KDCHC Policies

- Non-discrimination (A0402)
- Board Code of Conduct (B0901)
- Fire Safety (Plan S1101)
- Client Privacy (CG0403)
- Client Access to Policies (CG1101)
- Feedback from Clients, Volunteers and the General Public (CG1102)
- Complaints (CG1103)
- Assistive Devices (CG 1105)
- Accessible Communications (CG1106)
- Notice of Disruptions in Service Procedures for People with Disabilities (CG1107)
- Service Animals (CG1108)
- Support Persons (CG1109)

Approved By: Eric Goldberg, Executive Director

Date: July 6, 2016