

Client Service Standard

Bylaw Number	<i>BOH124</i>	Approved Date	<i>February 20, 2019</i>
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REVISION HISTORY

Reviewed		Amended:	
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Purpose

The Corporation is committed to the principles and goals of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the Customer Service Standards set out in the *Integrated Accessibility Standards for Customer Service Regulation* (“Customer Service Standards”). The purpose of this Policy is to outline the practices and procedures approved by the Corporation in order to meet its obligations under the AODA and specifically, the Customer Service Standards.

Scope

The Corporation is committed to excellence in serving all members of the public, including persons with disabilities, and will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- a) The Corporation’s programs, services and facilities are provided in a manner that respects the dignity and independence of persons with disabilities;
- b) The provision of the Corporation’s programs, services and facilities to persons with disabilities and others are integrated to the extent possible, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services;
- c) Persons with disabilities are given an opportunity equal to that given to others to obtain, use or benefit from the Corporation’s services; and
- d) The Corporation communicates with persons with disabilities in a manner that takes into account their disabilities.

To ensure the best possible client service, the Corporation encourages open two-way communication and expects persons with disabilities to communicate their need for accommodation or assistance if it is not readily apparent how that need can be met.

This Policy applies to all employees, volunteers, every person who participates in developing the Corporation’s policies, practices and procedures governing the provision of programs or services to the public, and every other person who deals with members of the public or other third parties on behalf of the Corporation.

Regulation

a) Communication, Support Persons, Service Animals and Assistive Devices

The Corporation is committed to communicating with persons with disabilities in ways that take into account the person's disability. The Corporation will work with persons with disabilities to provide alternative communication formats that will meet their needs as promptly as feasible, to provide information to customers in an alternative format that will meet their needs in a timely fashion, and, if telephone or other used forms of communication are not suitable for a customer's needs, to provide alternative forms of communication, to the extent required by law.

People with disabilities may use their own personal assistive devices, service animals (as defined by the Customer Service Standards) or be accompanied by support persons (as defined by the Customer Service Standards) while obtaining any service provided by the Corporation. Service animals are permitted on the parts of our premises that are open to the public, unless excluded by law.

The Corporation may require a person with a disability to be accompanied by a support person, but only if, after consulting with the person with a disability and considering the available evidence, the Corporation determines that the support person is necessary to protect the health and safety of the person with the disability or of others on the premises, and there is no other reasonable way to protect the health or safety of the person with the disability or others on the premises.

b) Training

The Corporation will ensure that the following persons receive training about the provision of programs, services and facilities to persons with disabilities: all of the Corporation's employees, students, volunteers, directors and every other person who deals with members of the public or other third parties on behalf of the Corporation, and every person who participates in developing the Corporation's policies, practices, and procedures governing the provision of programs, services or facilities to members of the public or other third parties.

This training will be provided to each person as soon as practicable and on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of the Corporation's services to persons with disabilities

The training will include instruction on:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or the assistance of a guide dog or other service animal or the assistance of a support person;
- How to use any equipment or devices that may be available on the Corporation's premises or that may otherwise be provided by the Corporation that may help with the provision of the Corporation's services to a person with a disability;

- What to do if a person with a particular type of disability is having difficulty accessing the Corporation's services; and
- The Corporation's current policies, practices and procedures relating to the Customer Service Standards and providing programs or services to persons with disabilities.

The Corporation will keep records of the training provided, including dates on which training is provided and the number of individuals in attendance.

c) Notice of Temporary Disruptions

The Corporation will provide public notice in the event of a planned or unexpected disruption to services for or facilities used by persons with disabilities by any method that may be reasonable under the circumstances.

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

d) Feedback Process

Comments on our services, including regarding how well we are meeting our clients' expectations are welcomed and appreciated. Feedback will be used to improve client service.

Feedback regarding the way the Corporation provides services to persons with disabilities and feedback about the feedback process itself can be made by using the options available and posted on the Corporation's public website.

Where possible, concerns and complaints will be addressed immediately. However, some concerns or complaints may require more time and consideration. Clients can generally expect to hear back from the Corporation within two weeks, either with details on the resolution of the concern or complaint or, in more complex cases, on the steps being taken by the Corporation to address the concern or complaint. To the extent required in order to address a concern or complaint, the Corporation may request additional information from the person who provided the feedback.

The Corporation will provide or arrange for accessible formats or communication supports to ensure the feedback process is accessible to persons with disabilities, upon request.

Amendment

This policy shall be reviewed and approved by the Board every two years, and may be amended from time to time as the Board deems necessary.