

POLICY

CATEGORY/SECTION

HUMAN RESOURCES

SUBJECT

ACCESSIBLE CUSTOMER SERVICE**AUTHORITY**

Resolution No. 14/76.

SCOPE

This policy applies to all TBDSSAB employees, volunteers, and to third parties who provide goods, services or facilities to the public on behalf of the TBDSSAB. This Policy will be applied in a manner that is consistent with any applicable collective agreement and all applicable legislation.

POLICY STATEMENT

It is the policy of The District of Thunder Bay Social Services Administration Board (TBDSSAB) that all people achieve accessibility, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*.

This policy is intended to provide the overarching framework to guide the review and development of policies, procedures and guidelines of the TBDSSAB in order to comply with the *Accessibility Standards for Customer Service*, established by *Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES

The TBDSSAB will provide goods and services in a way that respects the dignity and independence of people with disabilities. The TBDSSAB is committed to giving people with disabilities the same opportunity to access goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Communication

The TBDSSAB will communicate with people with disabilities in ways that take into account their disability.

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Accessible Formats and Communication Supports

The TBDSSAB will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. TBDSSAB will take into account the person’s accessibility needs when customizing individual requests.

SERVICE ANIMALS

If a person with a disability is accompanied by a service animal, the TBDSSAB will permit the person to access the premises with the animal, unless the animal is otherwise excluded by law. In the event that a service animal is otherwise prohibited by law from the premises, the TBDSSAB shall ensure that other measures are available to enable the persons with a disability to access TBDSSAB services.

SUPPORT PERSONS

If a person with a disability is accompanied by a support person, they are permitted 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. If there is confidential information to be disclosed, consent must be received from the person with the disability.

ASSISTIVE DEVICES

If a person with a disability requires assistive devices to access goods or services of the TBDSSAB, they are allowed to use such devices, unless otherwise prohibited due to health and safety issues.

NOTICE OF SERVICE DISRUPTION

In the event of a service disruption to facilities, services or systems, the TBDSSAB will provide a notice of disruption to the public. The notice will include information regarding the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted in a conspicuous location at the applicable premises and on the TBDSSAB website.

TRAINING

The TBDSSAB will provide training to all employees, volunteers and third parties who deal with the public and all those who are involved in the development of customer service policies and procedures. The training shall include a review of the purposes of the AODA

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and the requirements of the *Accessibility Standards for Customer Service* (Ontario Regulation 429/07). Training will take place as soon as is practical and upon completion, the TBDSSAB shall keep a record of the training provided including the dates on which accessibility training took place.

FEEDBACK

The TBDSSAB will maintain a feedback process to enable members of the public to comment on the provision of services to persons with disabilities. Feedback can be provided in multiple formats including in person, by mail, phone, email or website. Feedback shall be forwarded to the appropriate personnel, responded to, documented and tracked.

NON COMPLIANCE

Failure to comply with the AODA regulations can result in administrative penalties. Employees who fail to comply with this policy may be subject to disciplinary action.

REFERENCES, RELATED POLICIES AND/OR PROCEDURES

All related/applicable Policies, Procedures and legislation.