

SECTION: Accessibility for Ontarians with Disabilities Act **INDEX I.D.:** K-05

SUBJECT: CUSTOMER SERVICE

PAGE: 1 of 5

ORIGINAL DATE: December 19, 2012

APPROVED BY:



REVISED DATE: May 24, 2013

STATEMENT OF COMMITMENT:

Responsive Health Management is committed to being responsive to the needs of residents, families, staff, and visitors. We strive to respect the dignity and independence of persons with disabilities. We are committed to giving persons with disabilities the same opportunities to access and benefit equally from all the programs, services, and goods as others.

DEFINITIONS:

For the purpose of this policy the following are defined in accordance with the Accessibility for Ontarians with Disabilities Act 2005.

DISABILITIES:

- (a) “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,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”).

BARRIER:

“barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

SERVICE ANIMAL:

For the purpose of this policy a service animal is defined as a “guide dog” or a service animal that is used to assist the person with a disability.

SECTION: Accessibility for Ontarians with Disabilities Act **INDEX I.D.:** K-05

SUBJECT: CUSTOMER SERVICE

PAGE: 2 of 5

ORIGINAL DATE: December 19, 2012

APPROVED BY:



REVISED DATE: May 24, 2013

SUPPORT PERSON:

A “support person” is defined as a person that accompanies a person with a disability in order to assist him/her with communication, mobility, personal care or medical needs or with access to goods and services.

PROCEDURE:

A. COMMUNICATION

1. Staff will communicate with persons with a disability in a manner that takes into account the disability thereby enabling the person with the disability to communicate their needs when accessing goods, services, and care provided by the Responsive Health Management homes.
2. Responsive Health Management has a variety of ways of communicating with persons with disabilities such as the use of large print materials, graphic and written signage, telephone, email and in person.
3. Staff receives training on how to interact and communicate with persons with various disabilities.

B. FORMATS OF DOCUMENTS AND INFORMATION

1. Upon request Responsive Health Management will provide information and documents such as printed materials, bills, etc. in a format that takes into account the person’s disability.
2. The time frame for the conversion process of the original document will vary depending on the media chosen and the complexity of the document. The person with the disability will be given an estimated time frame that it will take to convert the original document to the media chosen.
3. The cost of the conversion process will not be charged to the person(s) with the disability.

C. ASSISTIVE DEVICES

SECTION: Accessibility for Ontarians with Disabilities Act **INDEX I.D.:** K-05

SUBJECT: CUSTOMER SERVICE

PAGE: 3 of 5

ORIGINAL DATE: December 19, 2012

APPROVED BY:



REVISED DATE: May 24, 2013

1. Responsive Health Management supports persons with disabilities to use their own personal assistive devices when accessing goods, services, or care offered by the homes.
2. Should the person with a disability not be able to access goods, services or care using their own personal assistive devices, the home will ensure the following measures are taken:
 - i) Assess the delivery of the goods, services or care, and potential options to meet the needs of the individual.
 - ii) Identify alternative services and how the person with a disability can access these services either temporarily or permanently.
 - iii) If possible, provide the assistive device for the person to use while accessing goods, services or care offered by the home.
3. The home will make sure that the staff is trained on assistive devices available to clients.

D. USE OF SERVICE ANIMALS AND SUPPORT PERSONS:

1. Accommodation will be made for service animals taking into consideration the safety of others and the laws that exclude service animals. If a service animal is excluded by another law, the home will put in place other measures to ensure the person with a disability is able to access goods, services, or care.
2. Person(s) with a disability who are accompanied by a support person have the right to have access to the support person while accessing goods, services or care in the home. The support person is used to assist with communication, mobility, personal care or medical needs. At no time will the support person be prevented from being with the person with a disability, unless the person with a disability has expressed the wish not to have the support person present.

E. TEMPORARY SERVICE DISRUPTIONS:

- 1) In the event of a temporary disruption of goods, services or care a notice will be provided to all persons that rely on and access these goods and services. The notice disruption will include:
 - i) The reason for the disruption

SECTION: Accessibility for Ontarians with Disabilities Act **INDEX I.D.:** K-05

SUBJECT: CUSTOMER SERVICE

PAGE: 4 of 5

ORIGINAL DATE: December 19, 2012

APPROVED BY:



REVISED DATE: May 24, 2013

ii) The anticipated duration of the disruption

iii) Description of alternative facilities or services that are available

F: TRAINING OF STAFF:

1. Training will be provided to all staff, volunteers and contract services on all policies and procedures that relate to the Accessibility for Ontarians with Disabilities Act. The Act states that:

“obligated organizations shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and in the *Human Rights Code* as it pertains to persons with disabilities to,

(a) all employees, and volunteers;

(b) all persons who participate in developing the organization’s policies; and

(c) all other persons who provide goods, services or facilities on behalf of the organization. O. Reg. 191/11, s. 7 (1).”

2. The training will include at a minimum the following:

a) The purpose of the AODA and the requirements of the customer service standard.

b) How to interact and communicate with persons with various types of disabilities.

c) How to interact and communicate with persons who use an assistive device, or who require the assistance of a service animal, or a support person.

d) How to use assistive devices available at the home that may provide assistance in the provision of goods, services or care.

e) What to do if a person with a disability is having difficulty accessing the goods, services or care provided by the home.

f) Current policies, procedures and standards relating to the customer service standard.

3. Training will be provided to staff upon hire, during the orientation and retraining will be done at a minimum annually.

G. FEEDBACK PROCESS:

1. Feedback and comments on the quality of goods, services and care provided by the home to persons with disabilities are welcome and appreciated. The Client Services Response Form

SECTION: Accessibility for Ontarians with Disabilities Act **INDEX I.D.:** K-05

SUBJECT: CUSTOMER SERVICE

PAGE: 5 of 5

ORIGINAL DATE: December 19, 2012

APPROVED BY:



REVISED DATE: May 24, 2013

may be used to provide feedback. Other ways of relaying concerns, questions or comments can be done via email, telephone, in writing or in person.

NOTE: Responsive Health Management ensures that all policies, practices and procedures relating to the customer service standard are available upon request. This policy will be posted in a prominent area in each home accessible to all persons receiving goods, services or care.

OUTCOME:

There is evidence that the Responsive Health Management Homes provide training to staff to ensure compliance with the AODA.

ADDITIONAL REFERENCES:

1. Accessibility for Ontarians with Disabilities Act, 2005.
2. Ontario Regulation 191/11 – Integrated Accessibility Standards