



Section 11 Accessibility for Ontarians with Disabilities	
Policy Title: Customer Service Standard	Approval Date: December 2014 July 2015 June 2016 February 2020
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POLICY

1. Introduction

The Accessibility for Ontarians with Disabilities Act 2005 (AODA) is Provincial legislation 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 on or before January 1, 2025.

Under this Act, Ontario is developing accessibility standards. These are the rules that businesses and organizations in Ontario will need to follow to break down the barriers in important areas of everyday life:

- **Customer Service**

www.e-laws.gov.on.ca/htmlregs/english/elaws_regs_070429_e.htm

- **Employment**

www.e-laws.gov.on.ca/htmlsourceregs/english/2011/elaws_src_regs_r11191_e.htm#BK21

- **Information and Communication**

www.e-laws.gov.on.ca/htmlsourceregs/english/2011/elaws_src_regs_r11191_e.htm#BK9



- **Build Environment** (includes buildings and other structures)
TBD
- **Transportation**
Not applicable to Dilico as per legislative definition

2. Purpose

This policy and its procedures address the accessibility requirements of the Ontario Regulation 429/07 *Accessibility Standards for Customer Services* under AODA to address the following:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training of this Standard to all Dilico employees, volunteers and students who have public interaction;
- client feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

3. Statement of Commitment

Dilico embraces a holistic approach in the delivery of its services and is committed to treating all people in a way that allows them to maintain their dignity and independence while complimenting the strengths, values and traditions of Anishinabek children, families and communities. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements in accordance with obligations under AODA.

Dilico will make every reasonable effort to ensure its policies and procedures are consistent with the following principles:

- Dignity and respect
- Independence
- Integration
- Equal opportunity



4. Scope

This policy applies to all employees, volunteers and students who interact with the public on behalf of Dilico.

PROCEDURES

1. Definitions

Accessible – customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached or entered; obtainable

Accessible Formats – formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille and audio/electronic formats such as DVDs and compact discs.

Assistive Devices – are auxiliary aids used to replace, compensate for, or improve the functional abilities of people with disabilities such as communication aids, cognitive aids, personal mobility aids and medical aids. Examples are canes, crutches, wheelchairs, hearing aids, etc.

Barrier – are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Attitudinal – may result in people with disabilities being treated differently than people without disabilities.

Informational and Communication – arise when a person with a disability cannot easily receive and/or understand information that is available to others.

Technological – occur when technology or the way it is used does not meet the needs of people with disabilities.

Systemic – in policies, practices and procedures which result in people with disabilities being treated differently than others or sometimes excluded all together.



Physical and Architectural – in the environment and prevent access for people with disabilities.

Disability – as per the Ontario Human Rights Code means:

- 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 coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, 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 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.

Persons with Disabilities – are individuals who have a disability as defined under the Ontario Human Rights Code.

Service Animals – are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons – are any persons, whether a paid profession, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods and services.

2. Communication and Assistive Devices

Dilico is committed to communicate with persons with disabilities in a respectful manner that takes into account their disability.

- The use of personal assistive devices to obtain, use or benefit from our services is encouraged.
- Contact may be made via telephone, TTY services, assistive devices, email, and other forms of written communication.



- Staff who deal with clients will be trained on how to interact and communicate with people with various types of disabilities, recognizing that different types of disabilities will require different forms of communication.

3. Service Animals

Dilico welcomes persons with disabilities who are accompanied by a service animal on the parts of our Agency that are open to the public and other third parties, except where excluded by law, i.e. where food is prepared, handled, served or stored.

- If the service animal is excluded due to its breed, i.e. pit bull terrier under *Ontario Dog Owner's Liability Act*, Dilico will ensure other measures are available to enable the person with a disability to obtain, use, or benefit from our services;
- The service animal's care and supervision while on Dilico property is the sole responsibility of animal's handler.
- Staff who deal with clients will be trained on proper interaction to avoid touching or addressing the service animal – the service animal is working and has to pay attention at all times to its handler.
- Not all service animals wear special collars or harnesses and staff are to request documentation from a regulated health professional to confirm that the person needs the service animal for reasons relating to their disability...

4. Support Persons

Dilico welcomes persons with disabilities who are accompanied by a support person on the parts of our Agency that are open to the public and other third parties.

- A person with a disability will not be prevented from having access to a support person. In certain cases, Dilico might require a person with a disability to be accompanied by a support person for health and safety reasons.
 - Before making a decision, Dilico must consult with the person with a disability to understand their needs; consider health and safety reasons based on available evidence; and determine if there is no other way to protect the health and safety of the person or others on its premises.
- Confidential information may be discussed in the presence of a support person and as a result, Dilico will require signed consents regarding disclosure of information. If a different support person is used for subsequent meetings, a new signed consent will be required.

Fees will not be charged for the support person. Authorization for expenditure for any costs associated with a support person required by Dilico must be secured in advance.



5. Notice of Temporary Disruption

Dilico will provide clients with notice if there is a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

Where appropriate, this notice will be placed at all public entrances and/or on our website at www.dilico.com

6. Training

Dilico will provide training to employees on Ontario's accessibility laws and on the Human Right's Code as it relates to people with disabilities.

- Training will be provided in a way that best suits the duties of the employees.
- All new employees will be trained during their initial Human Resource orientation via online AODA training module.
- Training will be provided on an ongoing basis when changes are made to these policies, practices and procedures.
- A record of training will be kept for administration purposes. The record will include dates and names of who received the training.

The content of the training will include, but is not limited to the following:

- a) a review of the purposes of the AODA;
- b) a review of the requirements of the Customer Service Standard (Ont. Reg. 429/07);
- c) instruction on how to interact and communicate with people with disabilities, recognizing that different types of disabilities will require different forms of communication;
- d) instruction on how to interact with people with disabilities who require the assistance of assistive devices, service animals and/or support persons;
- e) instruction on how to use equipment or assistive devices available at Dilico;
- f) what to do if a person with a disability is having difficulty accessing Dilico services and/or facilities;
- g) a review of policies and procedures relating to the provision of goods and services to people with disabilities;



7. Feedback

The ultimate goal of Dilico is to meet and surpass expectations while serving individuals with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Dilico will ensure the feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.

Feedback regarding the way Dilico provides services to people with disabilities can be made by email at www.dilico.com or verbally in person or by telephone at 1-855-623-8511. All feedback should be directed to the Human Resources Manager or the Director of Finance and Corporate Services. Feedback will be responded to by request within 10 days.

8. Modifications to this or Other Policies

Dilico is committed to treating all people in a way that allows them to maintain their dignity and independence. No changes will be made to this policy before considering the impact on persons with disabilities. Accessibility policies and plans will be reviewed and updated every five years.

9. Questions About This Policy

This policy exists to achieve service excellence to people with disabilities. If anyone has a question about this policy or if the purpose of this policy is not understood, an explanation should be provided by or referred to the Director of Finance and Corporate Services.

10. Notice of Availability of Documents

A copy of this policy is available upon request as well as a copy will be posted on the Dilico website under AODA. This policy will be provided in a format that takes into account the person's disability.



Anishinabek Family Care
Human Resource Policy & Procedures Manual

RELATED FORMS AND POLICIES

1. Confidentiality Agreement for Support Persons Form
2. Accessibility Feedback Form
3. HR #2.01 Code of Conduct Standards policy
4. HR #2.03 Harassment policy
5. HR #2.04 Diversity policy
6. HR #11.02 Accessibility Plan