

Crest Support Services

POLICY AND PROCEDURE

Subject	A.O.D.A. CUSTOMER SERVICE and I.A.S.R POLICY (Accessibility for Ontarians with Disabilities Act 2005) (Integrated Accessibility Standards Regulation)	Policy No.	1 (C) -1
Section	ACCESSIBILITY	Date Issued:	Nov. 26 2009
Issued by:	BOARD OF DIRECTORS	Revised:	April 23, 2015

PURPOSE

The purpose of this Policy is to establish guidelines on providing goods and services to persons with disabilities.

POLICY

Crest Support Services is committed to fulfilling our mission and strive at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities.

Crest Support Services is also committed to giving people with disabilities access to our goods and services and allowing them to benefit from the same services in accordance with legislation, funding, and contractual obligations.

Prescribing Legislation

This Policy has been prepared pursuant to requirements and information provided in the Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005.

SCOPE

This Policy applies to all employees and all facilities of Crest Support Services that are open to the public.

Reasonable efforts will be made to ensure that:

- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from Crest Support Services good and services; in accordance with legislation, funding and contractual agreements and obligations
- b) Good and services are provided in a manner that respects the dignity and independence of persons with disabilities

- c) Communications with a person with a disability are conducted in a manner that takes their person's disability into account
- d) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access Crest Support Services goods and services on premises that are open to the public unless superseded by other legislation.

DEFINITIONS

“Assistive Devices” are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes crutches, wheelchairs or hearing aids).

“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 or paralysis, amputation, lack of physical coordination, 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**.

“Employees” means every person who deals with members of the public or other third parties on behalf of Crest Support Services whether the person does so as an employee, agent, volunteer or otherwise.

“Persons with Disabilities” are individuals who have a disability as defined under the **Ontario Human Rights Code** (and above).

“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 professional, 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 or services.

References and Related Statements of Policy and Procedure

- Accessibility of Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulations 429/07

PROCEDURES

Providing goods and services to people with disabilities

Communication

- a) We will communicate with people with disabilities in ways that take into account their disability.
- b) We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

- a) We are committed to providing fully accessible telephone services at our premises that are open to the public. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- b) We will offer to communicate with customers by other means of communications that apply e.g. email, TTY, relay services if telephone communication is not suitable to their communication needs or is not available at our premises that are open to the public.

Assistive Devices

- a) We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees/staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- b) We will ensure that employees know how to use the assistive devices available on our premises that are open to the public

Use of Service Animals and Support Persons

- a) We are committed to welcoming people with disabilities and other third parties on the parts of our premises that are open to the public, who are accompanied by a service animal
- b) We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Crest Support Services premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

- a) Crest Support Services will provide customers with notice in the event of 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.
- b) The notice will be placed at all public entrances and service counters on our premises that are open to the public.

Training for Employees

- a) Crest Support Services will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. Individuals in the following positions will be trained: Management and Support Workers
- b) This training will be provided during orientation in the Probationary Period after an employee commences their duties
- c) Training will include the following:
 - The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the customer service standard
 - How to interact and communicate with people with various types of disabilities
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person while attending to our premises that are open to the public
 - How to use the equipment available on our premises that are open to the public or otherwise that may help with the provision of goods or services to people with disabilities
 - Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

- a) The ultimate goal of Crest Support Services is to provide quality services to persons accessing our services. Comments on our services regarding how well those expectations are being met are welcome and appreciated
- b) Feedback regarding the way Crest Support Services provides goods and services to people with disabilities can be made by email or verbally. All feedback will be directed to the Executive Director. Customers can expect to hear back in seven (7) business days.
- c) Complaints will be addressed according to complaint categories already established in Crest Support Services' complaint management procedures.
- d) Upon receipt, the appropriate manager will investigate the matter with the appropriate personnel and provide a written response with thirty (30) days.
- e) Any policy of Crest Support Services that does not respect and promote the dignity and independence of people with disabilities will be modified.

Record Keeping

Crest Support Services will maintain accurate records of training delivered to our staff and volunteers and make these records available for inspection as may be required.

The Integrated Accessibility Standards Regulation (I.A.S.R.)

The Integrated Accessibility Standards Regulation is a component of the A.O.D.A, which contains the following priorities;

- **Information and Communication**
- **Employment**
- **Transportation (public)**
- **Design of Public Spaces.**

Information and Communication:

How we will make important information available for persons with disabilities;

- **Alternative formats and Communication Supports:** Crest will provide information to people based on their requests/ requirements, using alternative formats (clear print, TTY, online/ email, web access, reading the information to them.
- **Feedback:** Crest welcomes all feedback on our provision of services to persons with disabilities. A customer feedback form is completed at least once a year by people accessing our services. A feedback form is available on our website as well as at our Administration Building.
- **Emergency and Public Safety Information:** This information will be shared with any person, upon request, in a manner suitable to their communication requirements. This information is also posted on all Health and Safety Boards in all support locations.
- **Website:** Crest will ensure that all new websites and content on those sites conform with WCAG 2.0 Level A (Web Accessibility Standards of the AODA) We will be fully compliant with WCAG 2.0 Level AA by January 2021.

Employment:

Crest Support Services is committed to fair and accessible employment practices. Crest Support Services has taken the following steps to notify the public and its employees that;

When requested, Crest Support Services will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

All job postings include;

Diversity Statement: Crest Support Services is committed to building a diverse workforce reflective of Canadian society. Crest Support Services promotes employment equity and

encourages women, Aboriginal persons, persons with a disability, and members of visible minority groups to apply.

Accessibility Statement: Crest Support Services is committed to developing inclusive, barrier free selection and appointment processes and work environments. If contacted in relation to this process, please advise the organization's representative of our need for accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner.

Crest Support Services has taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

VIII-29 Early and Safe Return to Work

1.2 Equitable Employment Practices

Physical Demands Analysis for each location.

Return to work plan.

Crest Support Services have taken the following steps to ensure the accessibility needs of employees with disabilities are taken into account if requested by the employee while using performance management, career development and redeploying processes.

Transportation: The transportation regulations do not apply to the services offered at Crest Support Services, as we are a private organization that does not provide public transportation services.

Design of Public Spaces

Crest Support Services will meet the Accessibility Standards for the Design of Public Spaces when building or making major renovations to public spaces. Public spaces include

- Outdoor public eating areas (picnic areas)
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals (if applicable)
- Accessible off street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.