

Chapter	Accessibility	Policy No.	5.21
Section	AODA	Issued	Aug. 1, 2017
Subject	ACCESSIBILITY STANDARDS – CUSTOMER SERVICE (AODA)	Effective	Aug. 1, 2017
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1. POLICY

1.01

Pursuant to the Accessibility for Ontarians with Disability Act, 2005, The Canadian Hearing Society (CHS) is committed to providing appropriate standards of customer service that best promote the principles of dignity, independence, integration and equal opportunity of persons with a disability.

1.02

All CHS employees are expected to know and follow these expectations and standards. This includes volunteers and 3rd party organizations.

2. PURPOSE

2.01

CHS has a long history of focusing on customer service standards as they relate to our consumers who are Deaf or hard of hearing. This policy seeks to expand on those standards towards inclusiveness of all types of disabilities in order to meet the requirements of the Accessibility Standards for Customer Service Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

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3. SCOPE

3.01

This Statement of Policy and Procedure applies to the provision of goods and services at premises owned and operated by CHS.

3.02

This Statement of Policy and Procedure applies to employees, volunteers, student placements, agents and/or contractors who deal with the public or other third parties who act on behalf of CHS, including when the provision of goods and services occurs off the premises of CHS.

3.03

This Statement of Policy and Procedure applies to delivery of services, call centres, vendors, catering and third party marketing agencies.

3.04

This Statement of Policy and Procedure applies to all persons who participate in the development of CHS policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

4. RESPONSIBILITY

4.01 MANAGEMENT

It is the responsibility of the managers to ensure that all employees and volunteers follow the standards and guidelines as set out in this policy.

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Each manager is responsible to ensure that all employees are trained under the customer service standard and this policy.

4.02 EMPLOYEES & VOLUNTEERS

Employees and volunteers are expected to know and to follow the expectations and standards and to complete required training on time.

4.03 HUMAN RESOURCES

Human Resources is responsible to provide training, track training records; and is responsible to monitor customer service performance through reviewing consumer feedback and supporting managers/programs with improvements as appropriate.

5. DEFINITIONS

5.01

“Assistive devices” are technical aids, communication devices, or other instruments that are used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank. Assistive devices may assist with hearing, seeing, communicating, moving, breathing, remembering and/or reading.

5.02

“Barriers” are any things that prevent 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”).

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5.03

“Disability” is as defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code; or, is an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

5.04

“Guide dogs” are highly-trained working dogs that have been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Person’s Rights Act to provide mobility, safety and increased independence for people who are blind.

5.05

“Service animals”, as reflected in Ontario Regulation 429/07, are animals which meet the following qualifications:

- i. It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- ii. The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

5.06

“Service dogs”, as reflected in the Health Protection and Promotion Act, Ontario Regulation 562, are dogs other than a guide dog for the blind that meet the following qualifications:

- i. it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or

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- ii. the person who requires the dog can provide on request a letter from a physician or nurse confirming that he person requires a service dog.

5.07

“Support persons”, as reflected in Ontario Regulation 429/07, are persons who accompany a person with a disability in order to help the latter with communication, mobility, personal care, medical needs or access to goods and services.

6. REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE

- Accessibility for Ontarians with Disability Act, 2005
- Accessibility Standards for Customer Service Regulation 429/07
- Ontario Human Rights Code
- Workplace Safety and Insurance Act, 1997
- Ontario Regulation 58, Blind Person’s Rights Act
- [6.17 POLICY – Service Animals]
- [7.01 POLICY – Management of Complaints and Compliments]

7. PROCEDURE

7.01 CUSTOMER SERVICE STANDARDS – GOODS AND SERVICES

CHS will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

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- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer’s disability.

7.02 LANGUAGE & TERMINOLOGY

CHS is committed to using appropriate language and terminology in our workplace as they pertain to various disabilities. It is everyone’s responsibility to keep up with current terminology. Employees will familiarize themselves with the information in the following table and ensure the language under the “Do” column is adhered to, while the language under the “Don’t” column is avoided.

Do	Don’t
Disability	Handicap, handicapped, invalid, impediment
Persons with a... People with a ...	The disabled

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Intellectual disability or developmental disability	Mental retardation/mentally retarded, mentally challenged, idiot, imbecile, moron, simple, mongoloid, etc.
Blind, partial vision, low vision, vision loss, be specific	Visually impaired, the blind
Deaf, deafened, hard of hearing, oral deaf, culturally Deaf	The deaf, using one term to fit all
Person who does not speak	Deaf mute, deaf and dumb, dumb
Person in a wheelchair	Confined, bound, stuck
Person with a mobility or physical disability	Crippled, cripple, lame, physically challenged
Mental health disability	Insane, lunatic, maniac, mental, neurotic, psychotic, psycho, deviant, crazy, etc.

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Accessible parking, accessible washrooms	Handicapped parking, handicapped washrooms
Person with epilepsy	An epileptic
Person born with a disability	Birth defect, deformity, deformed, congenital defect

7.03 COMMUNICATING WITH PEOPLE WITH DISABILITIES

CHS is committed to communication with persons with a disability in a manner that takes into account the person's disability and makes reasonable efforts to have the person with a disability understand both the content and intent of its communications.

7.04 USE OF ASSISTIVE DEVICES

CHS is committed to serving persons with disabilities who use assistive devices to obtain, to use, or to benefit from our goods and services. CHS trains staff members/volunteers about the assistive devices made available by CHS and realize that persons with disabilities may use their own assistive devices to access CHS goods and services.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services and our facilities; for example, service will be provided in a location that meets the needs of the customer.

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7.05 USE OF SUPPORT PERSONS

CHS is committed to welcoming people with disabilities accompanied by a support person. Any person with a disability accompanied by a support person is welcome to CHS sites with his or her support person. The customer will not be prevented from having access to the support person while on the premises. CHS waives entry fees for support persons at CHS sponsored events, training, etc.

On occasion persons with disabilities require the assistance of a support person to protect their health and safety or the health and safety of others. If necessary for protecting the health and safety of the person with the disability, or others on the site, CHS may require a support person to accompany a person with a disability.

The customer must give signed consent for the presence of a support person to be present where confidential information is going to be shared.

7.06 NOTICE OF TEMPORARY DISRUPTION OF SERVICES

If there is a temporary disruption in CHS site facilities or services, which are utilized by persons with disabilities, completely or in part, CHS gives public notice of the disruption on our website, notices in public places, CHS TV, flyer with additional information. Notices shall include explaining the reason for the disruption, how long it will last and provide alternatives. Such notices will be made in advance whenever possible.

7.07 AODA CUSTOMER SERVICE FEEDBACK AND COMPLAINTS

CHS collects feedback and complaints about our customer service via [5.21 FORM – AODA Customer Service Standards Feedback] that is available on our website. Assessing complaints will follow the procedures outlined in [7.01 POLICY – Management of Complaints and Compliments]. Additionally, signage must be available informing customers of their right to view the CHS AODA Customer Service Standards upon request. Accessible formats or communication supports will be provided upon request to Human Resources.

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7.08 TRAINING

CHS is committed to providing mandatory online training to all employees, volunteers, students, agents and others who deal with the public or other third parties on behalf of CHS. Training objectives focus on providing appropriate and accessible customer service to members of the public with regards to:

- Defining the purpose of the AODA and the requirements of Accessible Customer Service Regulation;
- Describing how the AODA Customer Service Regulation relates to in the workplace;
- Displaying how to interact and communicate with people with disabilities;
- Identifying equipment and devices available at our facilities to help with the provision of goods and services to a person with a disability;
- Demonstrating how to interact with persons who use an assistive device or require the assistance of a service animal or support person;
- Explaining what to do if a customer with a disability is having difficulty accessing services and goods in the workplace.

CHS provides other training opportunities to those who are involved in the development and approvals of policies, practices and procedures that deal with the provisions of goods and services to the public or other third parties.

7.09 USE OF SERVICE ANIMALS AND GUIDE DOGS

CHS is committed to welcoming persons with disabilities and their service animals at our various sites that are open to the public and other third parties, and welcomes the person to keep the service animal with them. If the law excludes service animals from CHS sites or the usage of service animals presents a Health and Safety issue for CHS employees or other customers, then CHS will facilitate other means by which persons with disabilities can access our goods and services. See [6.17 POLICY – Service Animals].

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7.10 DOCUMENTS AND ANNUAL FILINGS

CHS prepares any additional documents describing its policies, practices and procedures as required by Ontario Regulation 429/07 and, upon request, gives a copy of the documents to any person. Further, CHS makes reasonable efforts to inform persons to whom it provides goods and services that the documents required under Ontario Regulation 429/07 are available upon request.

CHS gives the person the documents, or the information contained in the documents, described above, in a format that takes into account the person's disability.

In compliance with Accessibility for Ontarians with Disabilities Act, CHS will annually report on our accessibility compliance with the Customer Service Standard as per published deadlines.

8. RELATED FORMS AND DOCUMENTS

Policy No.	Name
5.21	FORM – AODA Customer Service Standards Feedback

9. REVISION CONTROL

Date	Revision	Effective
Aug. 22, 2017	<p>The entire policy is transferred into the current format.</p> <ul style="list-style-type: none"> 7.02 is expanded to include the final sentence. 	

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	<ul style="list-style-type: none"> • 7.04 is slightly reformatted for flow and clarity. • 7.07 is slightly altered, changing “CHS” to “CHS’s”. • 7.09 is expanded to reference employees or customers for whom service animals may pose a Health and Safety risk. 	
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Approved by:

Dated:

Stephanus Greeff

VP Finance and Chief Financial Officer

Canadian Hearing Society