

Chapter:	Human Resources	Policy #:	<b>5.21</b>
Section:	General	Effective Date:	August 1, 2017
Policy Title:	<b>ACCESSIBILITY STANDARDS - CUSTOMER SERVICE (AODA)</b>	Approved By:	President & CEO
		Revised On:	April 29, 2021
		Next Review Date:	April 29, 2023
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## 1. POLICY STATEMENT

- 1.1** It is the policy of Canadian Hearing Services (CHS) to provide appropriate standards of customer service that best promote the principles of dignity, independence, integration, and equal opportunity of persons with a disability in accordance with the *Accessibility for Ontarians with Disability Act, 2005*.

## 2. PURPOSE

- 2.1** The purpose of this policy is to expand on customer service standards, as they relate to CHS' consumers who are Deaf or hard of hearing, 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.

## 3. SCOPE

- 3.1** 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.

## 4. RESPONSIBILITY

- 4.1** 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. Each manager is responsible to ensure that all employees are trained under the customer service standard and this policy.
- 4.2** The Quality Manager is responsible for tracking customer feedback as it relates to this policy and facilitating the implementation of system improvements as required.
- 4.3** It is the responsibility of employees and volunteers to know and to follow the expectations and standards and to complete required training on time.
- 4.4** It is the responsibility of Human Resources to provide employee training upon orientation and periodically as updates to this policy are required.

## 5. DEFINITIONS

**“Assistive devices”** are technical aids, communication devices, or other instruments that are used to maintain or improve the functional abilities of people with disabilities.

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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.

**“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”).

**“Disability”** is as defined by the **Accessibility for Ontarians with Disabilities Act, 2005** and the *Human Rights Code (Ontario)*; 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*.

**“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.

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

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

**“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 any of the following qualifications:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability.
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

**“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.

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## 6. PROCEDURE

### 6.1 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:

- 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.
- Communicating in a manner that takes into account the customer's disability.

### 6.2 Language and 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 "Do not" column is avoided.

<b>DO</b>	<b>DO NOT</b>
Disability	Handicap, handicapped, invalid, impediment
Persons with a ... People with a ...	The disabled
Intellectual disability or developmental disability	Mental retardation, mentally challenged, mentally retarded, 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 who uses a wheelchair	Confined, bound, stuck

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DO	DO NOT
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.
Accessible parking, accessible washrooms	Handicapped parking, handicapped washrooms
Person with epilepsy	An epileptic
Person born with a disability	Birth defect, deformity, deformed, congenital defect
Person with a disability or Person who has [name of disability]	Victim of, suffers from, afflicted by, stricken with, etc.

## 7. RELATED POLICIES, TOOLS and REFERENCES

Number	Name of CHS Policy/Form
6.17	Service Animals
8.01	Client Feedback Policy
Appendix A	AODA Customer Service Standards Feedback
Appendix B	AODA Customer Service Standards Signage

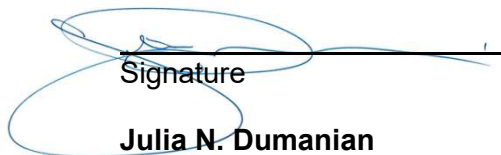
### References:

*Accessibility for Ontarians with Disability Act, 2005*  
*Accessibility Standards for Customer Service Regulation 429/07*  
*Blind Person's Rights Act, Ontario Regulation 58*  
*Health Protection and Promotion Act, Ontario Regulation 562*  
*Human Rights Code (Ontario)*  
*Workplace Safety and Insurance Act, 1997*

<b>This Policy Replaces</b>	<b>Not Applicable – update of existing policy.</b>
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Approved by:

Dated:



Signature

April 29, 2021

**Julia N. Dumanian**  
 President & Chief Executive Officer  
 Canadian Hearing Services