

<b>Manual:</b> <b>Corporate Administration</b>	<b>Chapter: 17</b> <b>Key Acts of Legislation/Inspections by Government Authorities</b>	<b>Policy No.</b> <b>AD 17-00-01</b>
<b>Subject:</b> <b>Accessibility Standards for Customer Service</b>		<b>Effective Date:</b> <b>Jan 1, 2012</b>
<b>Standard:</b> <b>Accessibility for Ontarians with Disabilities Act, 2005</b> <i>The Customer Service Standard</i>	<b>Cross Reference:</b>	<b>Supercedes:</b>  <b>Page:</b> <b>Page 1 of 8</b>

**POLICY:**

The IOOF Seniors Homes Inc. (the Corporation) is committed to providing accessible services for our customers. Services will be provided in a manner that respects the dignity, independence, integration and equal opportunity to all of our customers. The provision of services to persons with disabilities will be integrated; they will benefit from the same services in the same place and in the same way as all of our customers.

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, 2012

Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. This regulation establishes accessibility standards specific to customer service to members of the public or other third parties on or before January 1, 2012.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and addresses the following:

- The provision of 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 disruptions in service and facilities
- Staff Training
- Customer feedback regarding the provision of services to persons with disabilities
- Notice of availability and format of documents and meetings
- Compliance/Reporting

<b>Manual:</b> <b>Corporate Administration</b>	<b>Chapter: 17</b> <b>Key Acts of Legislation/Inspections by Government Authorities</b>	<b>Policy No.</b> <b>AD 17-00-01</b>
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**CORE PRINCIPLES**

The four core principles that are at the centre of customer services include:

**Dignity**

Dignity means providing services in ways that allow the person to maintain his or her self-respect and the respect of other people. It means not treating persons with disabilities as an afterthought or forcing them to accept lesser service, quality or convenience. It means providing services in ways that show how people are valued and deserving of effective and full services. It means understanding and respecting the various ways people can effectively access and use services.

**Independence**

Independence means providing services in ways that ensure people are able to do things on their own, in their own way, without unnecessary help or interference or influence from others. It means providing individuals with the freedom to make their own choices about how to receive services.

**Integration**

Integration means providing services in a way that allows the person with a disability to benefit from the same services, in the same place and in the same or similar way as other people. It means that policies, procedures and practices are designed to be accessible to everyone including people with disabilities.

**Equal/Equitable Opportunity**

Equal opportunity means providing services in ways that allow individuals with disabilities to have the same chances, options, benefits and results of services as others. It means that persons with disabilities should not have to make significantly more effort to access/obtain services or accept lesser quality or more inconvenience.

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**DEFINING DISABILITY:**

Under the Accessibility for Ontarians with Disabilities Act, 2005 and The Customer Service Standards:

“Disability” 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, including 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”).

This definition is the same as the definition of disability used in the Ontario Human Rights Code. The definition includes disabilities of varying severity. For example, it can include people with low vision through to individuals who are blind. The definition includes disabilities that are both visible and non-visible. For example, it can include a person who has had a leg amputated or a person who uses a white cane, as well as a person with a mental health disability, learning disability, or acquired brain injury. The definition also includes disabilities where the effects may come and go or increase in severity over time. For example, a person with epilepsy, or a person with multiple sclerosis may have periods when the condition does not affect their daily routine and other times when it does.

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**Providing Services to Persons with Disabilities**

- a) Services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- b) Services will be integrated with persons that do not have disabilities unless an alternative is necessary to enable a person with a disability to use or benefit from services provided by the Corporation.
- c) Persons with disabilities will be provided an opportunity equal to that of persons without disabilities to obtain use or benefit from the Corporation’s services.
- d) The Corporation encourages open communication and expects persons with disabilities to communicate their need for accommodation or assistance if it’s not apparent how that need can be met.

**Use of Assistive Devices, Support Persons, Service Animals**

The Corporation will ensure that the access and use of services are not compromised for persons with disabilities that require assistive devices, or who are accompanied by a support person or service animal.

**Assistive Devices**

Persons with disabilities will be permitted to use or benefit from services through the use of their own assistive devices. Exceptions may occur if it is determined that an assistive device puts the health and safety of the person with the disability or the health and safety of others at risk. As a result if the person with the disability is not able to access services, the Corporation will accommodate within reason and available resources by providing an alternative assistive device such as a wheelchair or walker.

It is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

<b>Manual:</b> <b>Corporate Administration</b>	<b>Chapter: 17</b> <b>Key Acts of Legislation/Inspections by Government Authorities</b>	<b>Policy No.</b> <b>AD 17-00-01</b>
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### Support Persons

Any person with a disability who is accompanied by a support person will be permitted into any building owned by the Corporation. At no time will a person with a disability be prevented from having access to his or her support person.

When fees for goods and services are advertised or promoted by the Corporation, advance notice of the fees for support persons will be provided.

The Corporation will not disclose confidential information when the support person is present unless consent has been received by the person with the disability.

### Service Animals

Service animals such as Guide dogs, Hearing dogs, Seizure Response dogs, and other certified service animals will be permitted into all buildings owned by the IOOF Seniors Homes Inc. Should a service animal be excluded by law to enter an area, the Corporation will ensure that other measures are available to the person with a disability in order that they may be provided services.

Should it not be apparent that an animal is a service animal, the IOOF Seniors Homes may request documentation confirming the qualifications of the service animal.

Service Animal means, in relation to a person with a disability, an animal which is being used by a person with a disability.

- a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. O.Reg 429/07,s 4 (9)

### Notice of Temporary Disruption to Facilities or Services

In the event that a planned temporary service disruption occurs that would limit a person with a disability from accessing services, the following steps will be followed:

Notices of services disruption posted by Department and include the following information:

- The type of disruption (equipment, service or facility)
- The reason and duration of the disruption
- A description of alternatives, if any and
- Updates are made when required and posted accordingly
- Contact information of Department Head

<b>Manual:</b> <b>Corporate Administration</b>	<b>Chapter: 17</b> <b>Key Acts of Legislation/Inspections by Government Authorities</b>	<b>Policy No.</b> <b>AD 17-00-01</b>
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- The Department posting the notice will be responsible to remove the notices once the disruption has been resolved.

In the event there is a prolonged service disruption the IOOF Seniors Homes Inc will post notices on the website [www.ioof.com](http://www.ioof.com) and use the telephone Syner Voice fan out communication process to inform staff, families, and volunteers and suppliers.

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other possible means to deliver services, such as:

- Use an alternative location to provide the service.
- Any other appropriate assistive measures available to deliver services.

### Staff Training

The IOOF Seniors Homes Inc will provide Accessibility Standards for Customer Services training to all employees, volunteers and contracted staff. This training will be provided to all new staff at Corporate Orientation and annually to ensure all staff remain current with the policy as it relates to the Accessibility for Ontarians with Disabilities Act Customer Service Standards. Training will be provided through a web based training program (Surge Learning) and existing policies and procedures.

Training is available in accessible formats including corporate orientation, in-services, power point presentation, online training modules, and Departmental staff meetings.

The training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.
- How to interact and communicate with people with various disabilities.
- How to interact and communicate with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use assistive devices to offer assistance to a person with disabilities.
- What to do if a person with a disability is having difficulty accessing services at the IOOF Seniors Homes Inc.
- Current policies and procedures relating to the Customer Service Standards.

<b>Manual:</b> <b>Corporate Administration</b>	<b>Chapter: 17</b> <b>Key Acts of Legislation/Inspections by Government Authorities</b>	<b>Policy No.</b> <b>AD 17-00-01</b>
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### Customer Feedback Process

The IOOF Seniors Homes Inc. is committed to meeting the needs of its customers, while paying attention to the unique and individual needs of its customers with disabilities. Comments on how our services are being provided are appreciated.

Feedback regarding the way the Corporation provides services to people with disabilities can be made in person by appointment, by telephone, through email to:

Garry Hopkins  
 Chief Executive Officer  
 IOOF Seniors Homes Inc.  
 10 Brooks Street  
 Barrie On L4N 5L3  
 Tel# (705) 728-2389 ext 304  
 Fax (705) 705 728-6024  
 Email- [ghopkins@ioof.com](mailto:ghopkins@ioof.com)

The IOOF Seniors Homes will keep records of the feedback it receives regarding the way services are provided to persons with disabilities. Policies and procedures will be revised and updated as required to meet legislative requirements.

### Notice of Availability of Documents

The Corporation will ensure that policies and procedures relating to the Accessibility for Customer Service Standards Regulation are available upon request.

### Format of Documents

The Corporation will provide documents to a person with a disability in a format that takes the person's disability into account. The IOOF Seniors Homes Inc will provide documents in an alternative format upon request within a reasonable amount of time.

### Reporting

The Corporation will register in order to report their future annual compliance obligations under the "Accessibility for Ontarians with Disabilities Act *Customer Service Standards*" to the Ministry of Community and Social Services through the on line tool available on their web site on the Jan 1, 2012 deadline.

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/questions/form/csForm.aspx>

# IOOF SENIORS HOMES INC.

## POLICY AND PROCEDURES

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		<b>Page:</b> Page 8 of 8

Appendix

AD 17-00-01-01 Compliance Checklist

AD 17-00-01-02 Customer Feedback Form

AD 17-00-01-03 Disruption in Service Notification Form

AD 17-00-01-04 Notification of Service Disruption Form

AD 17-00-01-05 Record of Customer Feedback



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Chief Executive Officer

Jan 1, 2012

Date