

FRONTENAC YOUTH SERVICES
HUMAN RESOURCES - POLICIES AND PROCEDURES

Section: Human Resources	Policy Number: 11.42
Policy: Accessible Customer Service	Date Approved: January 2014
	Date Issued: December 2013
	Date Reviewed: October 2014
	Date Revised:

POLICY

Frontenac Youth Services is committed to developing policies, practices and procedures that provide accessible services to all our clients. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

PURPOSE

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.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429.7 and address the following:

- The provision of resources 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;
- Customer Feedback regarding the provision of goods and services to persons with disabilities;
- Notice of availability and format of documents and meetings.

This policy applies to all persons who deal with members of the public or other third parties on behalf of Frontenac Youth Services, whether the person is an employee, a Board member, an agent, a volunteer, or a student on placement and all persons who represent Frontenac Youth Services.

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DEFINITIONS

Accessible shall mean capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable, easy to understand or appreciate.

Assistive Device shall mean a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

Disability shall mean:

- 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 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 developmental disability
- 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;

Dignity shall mean respecting and treating every person including persons with a disability as valued and as deserving of effective and full service as any other customer.

Independence shall mean freedom from control or influence of others, freedom to make your own choices.

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Integration of Services shall mean the integration of services that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. All policies, practices and procedures are designed to be accessible to everyone including people with disabilities.

Equal Opportunity shall mean having the same chances, options, benefits and results as others. People with disabilities have the same opportunity to benefit from the way you provide goods or services as others.

Guide Dog shall mean a dog trained for a blind person and having the qualifications prescribed by the regulations.

Resources and Services shall mean resources and services provided by Frontenac Youth Services.

Readily Apparent shall mean an animal which is a service animal when it is obvious by its appearance or by what it is doing i.e. wearing a harness, saddle bags, a sign identifying the animal as a service animal.

Service Animals are animals that are used as a service animal for protection for a person with a disability. To be considered a service animal under the standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability must be prepared to show a letter from a doctor or nurse confirming that it is required for reasons relating to his or her disability.

Support Person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

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PROCEDURES

1. Providing Resources and Services to People with Disabilities

Frontenac Youth Services is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities to ensure that our policies, practices and procedures are consistent with the following principles:

- a) Frontenac Youth Services' resources and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- b) The provision of Frontenac Youth Services' resources and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Frontenac's goods or services and
- c) Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from Frontenac's goods and services.

2. Communication

- a) Frontenac Youth Services will communicate with people with disabilities in a manner that will take into account their disability;
- b) Frontenac Youth Services staff will be trained on how to interact and communicate with clients with various types of disabilities;
- c) Clients with disabilities will be offered alternative communications formats that will meet the needs of the client;
- d) Documents will be provided to clients in an alternative format that will meet the needs of the client in a timely fashion and in accordance with Frontenac's policy manual.

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3. Use of Service Animals, Support Persons and Assistive Devices

a) Service Animals

Frontenac Youth Services is committed to welcoming people with disabilities who are accompanied by a service animal, that is not in contravention of any law (i.e. The Municipal Code By-Law) on the parts of our premises that are open to the public and other locations operated by Frontenac Youth Services. If a service animal is excluded by law, Frontenac will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from Frontenac's resources and services.

b) Support Persons

Frontenac Youth Services is 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 Frontenac Youth Services' premises with his or her support person.

Frontenac may require a person with a disability to be accompanied by a support person when receiving materials or services or participating in a program offered by Frontenac in situations where it is necessary to protect the health and safety of the person with a disability of the health and safety of others in the premises (please see Service Animals, Support Person and Assistive Devices procedure).

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c) Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Frontenac Youth Services' materials and services. Exceptions may occur in situations where Frontenac has determined that the assistance device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, Frontenac may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from Frontenac's materials and services, where Frontenac has such other measures available.

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

Frontenac Youth Services will also ensure that staff are trained to use the following assistive devices for clients with disabilities; wheelchair, electronic communication devices, interpretive devices, internet.

4. Notice of Temporary Disruptions

Frontenac Youth Services is aware that the operation of its services and facilities is important to its clients. However, temporary disruptions in Frontenac's services and facilities may occur due to reasons that may or may not be within Frontenac's control.

Frontenac Youth Services will provide clients with notice in the event of a planned disruption in the facilities or services usually used by people with disabilities. In the event of an unplanned disruption of its facilities and services, Frontenac will make a reasonable effort to provide notice as soon as possible. In both cases, this notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

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When temporary disruptions occur to Frontenac’s services or facilities, Frontenac will provide notice by posting the information in visible places and on Frontenac’s website www.frontenacyouthservices.org or by any other method that may be reasonable under the circumstances.

5. Staff Training on Customer Service

Frontenac Youth Services will provide customer service training in accordance with Ontario Regulation 429.07 to all employees, volunteers and others who deal with the public or other third parties on behalf of Frontenac Youth Services, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

The training will be provided as soon as practicable upon an individual being assigned the applicable duties.

Training will include the following:

- a) Understanding the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.
- b) How to interact and communicate with people with various types of disabilities.
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- d) What to do if a person with a disability is having difficulty accessing Frontenac’s resources and services.

Applicable staff will be trained on policies, practices and procedures that affect the way resources and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Records of training will be maintained containing the name of the staff person trained and date of training.

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6. Accessibility of Meetings

Frontenac Youth Services will ensure that meetings held by Frontenac Youth Services will be accessible.

Frontenac Youth Services will take into consideration and provide alternate forms of communicating with persons with disabilities in attendance at meetings taking into account their disability.

Frontenac Youth Services will provide meeting space that is an accessible physical environment and access to the meeting contents and proceedings.

7. Feedback Process

In accordance with Ontario Regulation 429.07, Frontenac Youth Services is committed to providing its customers with a feedback process to generate customer suggestions and identify complaints. This policy is a mechanism for clients to provide their suggestions, comments and complaints.

Feedback regarding the way Frontenac Youth Services provides resources and services to its clients and to people with disabilities can be made via:

- a) Frontenac' website: www.frontenacyouthservices.org ("Contact Us")
- b) Completion of feedback form, available from reception, submitted to the Human Resources Department
- c) In person.

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8. Format of Frontenac Youth Services Documents

Frontenac Youth Services is committed to developing customer service policies that respect and promote the dignity and independence of its clients. Frontenac will provide any document produced by Frontenac youth Services in an alternative format upon request, unless it is not technically feasible to do so and subject to the provision of the Municipal Freedom of Information and Protections of Privacy Act.

Request for information in an alternative format are to be provided to the client in a reasonable amount of time.

Alternative formats will include availability on Frontenac’s website, large print versions of the document, a text only electronic file which can then be read by a computer or arrangements made for print in Braille.

9. Notice of the Availability of Documents

Frontenac Youth Services will provide notice that this policy is available for public viewing.

See also Frontenac Youth Services’ following policies:

- A-3 Mission Statement
 Belief Statement

- 11.15 (a) Harassment in the Workplace
- 11.15 (b) Violence in the Workplace
- 11.15 (c) Complaint Procedure: Violence or Harassment in the Workplace
- 11.16 Health and Safety