

Community Living North Bay Policies

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| Section: General | |
| Policy #: 1.7 | |
| Policy Name: Customer Service Guidelines And Procedures | |
| Date Approved: May 7, 2020 | Executive Director: Sherry Carnevale |

SCOPE

All people who access supports from Community Living North Bay and their families, employees, volunteers and students.

POLICY STATEMENT

This policy is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service".

It is the policy of Community Living North Bay that people with disabilities achieve accessibility to the provisions of services, provided by Community Living North Bay, consistent with the principles of independence, dignity, inclusion, and equality of opportunity as set out in the regulation of the Accessibility for Ontarians with Disabilities Act, 2005.

REFERENCES

Legislation: The Accessibility for Ontarians with Disabilities Act, 2005.

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1. Providing Services to People with Disabilities

Community Living North Bay is committed to excellence in providing supports and service to people with disabilities and will carry out all functions and responsibilities in the following areas:

- All services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others must be inclusive unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services.

2. Communication with Persons with Disabilities

When communicating with people with disabilities, Community Living North Bay will do so in a manner that will take into account their disability.

3. Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from Community Living North Bay's services will be recognized unless otherwise prohibited due to health and safety or privacy issues. In these situations, Community Living North Bay may offer a person with a disability other reasonable measures to assist in obtaining Community Living North Bay's services where applicable.

It is the responsibility of the person with a disability to ensure that any assistive device is operating in a safe and controlled manner at all times. Examples include, but are not limited to walkers, canes, wheelchairs, hearing aids and oxygen tanks.

4. Use of Guide Dogs and Service Animals

Community Living North Bay is committed to welcoming people with disabilities who are accompanied by a guide dog or service animal on the parts of our premises that are open to the public and other third parties. Community Living North Bay will ensure that all employees and volunteers dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a guide dog or service animal.

5. Support Persons

Community Living North Bay is committed to welcoming people with disabilities who are accompanied by a support person and will be allowed to enter Community Living North Bay's premises with his or her support person. At no time will a person with a disability who is

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accompanied by a support person be prevented from having access to his or her support person while on the premises.

Fees will not be charged for the support person for admission to our own community programs or services. Where admission fees for the support person are applicable, Community Living North Bay will provide advance notice of the fee.

Community Living North Bay may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability and when it's the only means to allow the person with a disability to access Community Living North Bay services.

6. Service Disruptions

Community Living North Bay will provide notice to applicable people 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.

The notice will be placed at applicable premises or by such other method as it is reasonable under the circumstances. In the event of an unexpected disruption, notice will be provided as soon as possible.

7. Feedback Process

The goal of Community Living North Bay is to meet expectations of people who are supported while welcoming family members and other visitors. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback may identify areas that require change and encourage continuous service improvements.

Feedback regarding the provision of services to people with disabilities can be made in person, by phone, email, in writing or mail. This information will be forwarded to the Quality and Accountability Department and responded to within five working days. A copy of this policy with an attached Accessibility Feedback Form will be available on the web-site at www.communitylivingnorthbay.org

8. Training for Employees

Community Living North Bay will provide training to new and current employees by completing the **Serve-ability: Transforming Ontario's Customer Service on-line training** by accessing <http://www.mcscs.gov.on.ca/en/serve-ability/01.aspx> with employees signing off to indicate the training is understood and complete. This policy will be included in our policy review calendar which will ensure the policy is reviewed annually.

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9. Employment

Community Living North Bay is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

10. Emergency Response

Community Living North Bay will ensure workplace emergency response information includes protocols for employees with disabilities for each location.

Non-Compliance of the Policy

Any breach of this policy or the components contained herein will be treated as misconduct. Misconduct will be reviewed and may result in disciplinary action including dismissal from employment.

