

TRAINING			
Chapter:	7	SPP No.	HR.DNSSAB
Section:	01	Issued:	01.12 2009
Subject:	ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE	Effective :	01.01 2010
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Issue to:	ALL MANUAL HOLDERS	Replace	NEW
Issued by:	CHIEF ADMINISTRATIVE OFFICER	Dated:	

PURPOSE

The purpose of this policy is to establish procedures and best practices that are consistent with the core principles of independence, dignity, integration and equality of opportunity to permit persons with disabilities to access our goods and services.

BACKGROUND

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was created with the goal of developing standards that would improve accessibility for people with disabilities across the Province.

The AODA allows the Provincial Government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard (Ontario Regulation 429/07). This standard details specific requirements for all service providers. Service Providers must be in compliance by January 1, 2010.

POLICY STATEMENT

The District of Nipissing Social Services Administration Board is committed to providing accessible customer service to people with disabilities.

OBJECTIVES

The District of Nipissing Social Services Administration Board will use reasonable efforts to ensure that its procedures and best practices are consistent with the following:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Provisions of goods or services to persons with disabilities, and others, will be integrated 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 goods or services.

- People with disabilities may use assistive devices, service animals and support persons as it is necessary to access the District of Nipissing Social Services Administration Board's goods or services.

DEFINITIONS

Assistive Devices: means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids.

Barrier: means anything that prevents 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, and information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability: as defined by the AODA and the Ontario Human Rights Code, means,

- ✓ 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 coordination, 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 medical appliance or device;
- ✓ A condition of mental impairment or a developmental disability;
- ✓ A mental disorder, or
- ✓ An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: means and animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Person: means any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care of medical needs or with access to goods or services.

SCOPE

- a) This policy governs the provision of goods or services by the District of Nipissing Social Services Administration Board to persons with disabilities which includes the provision of goods or services by District of Nipissing Social Services Administration Board employees and by agents and contractors who provide goods or services on our behalf.
- b) Assistive Devices:
Persons with disabilities may use assistive devices as required in accessing goods or services provided by the District of Nipissing Social Services

Administration Board, unless the device poses a risk to health and safety of a person with a disability or others on the premises.

c) Service Animals:

Persons with disabilities are permitted to be accompanied by their service animal in areas that are open to the public when accessing goods or services. In the event that a service animal is prohibited by law the District of Nipissing Social Services Administration Board will ensure that other measures are available to enable the person with a disability to obtain, use or benefits from goods or services.

If it is not readily apparent that the animal is a service animal, the District of Nipissing Social Services Administration Board may ask the person with a disability for a letter from a qualified medical physician confirming the person requires the animal for reasons relating to his/her disability, or a certificate of training from a recognized guide dog or service animal training school.

Service Animals must be supervised by their owners and kept in control.

d) Support Persons:

Persons with disabilities are permitted to be accompanied by their support person in areas / premises that are open to the public when accessing goods or services provided by the District of Nipissing Social Services Administration Board. The District of Nipissing Social Services Administration Board may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or others on the premises.

e) Service Disruptions

In the event of a planned service disruption to services provided by the District of Nipissing Social Services Administration Board, notice of the disruption shall be provided in advance.

Notices will include the reason for disruption, its anticipated duration, and a description of alternative facilities and/or services that may be available. The District of Nipissing Social Services Administration Board will provide notice by posting the information in visible places, or on the DNSSAB's website (www.dnssab.on.ca), or by any other methods that may be reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

f) Availability of Documents

Documents or the information contained in the document when requested will be provided in a format that takes into account the person's disability. The District of Nipissing Social Services Administration will make reasonable efforts to respond to requests for documents in alternate formats in a timely manner.

TRAINING

The District of Nipissing Social Services Administration Board will ensure that all employees, volunteers and others who deal with the public on our behalf will receive Accessibility Awareness Training.

Training will be provided to new employees, volunteers and others dealing with the public as soon as "practicable", after being assigned. Training will also continue on an ongoing basis as changes occur to the District of Nipissing Social Services

Administration Board policies, procedures and practices governing the provision of goods or services to persons with disabilities.

The training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- How to interact and communicate with people with various types of disabilities;
- What to do is a person with a disability is having difficulty accessing the District of Nipissing Social Services Administration Board's goods and services;
- How to use equipment of devices available;
- Information about the District of Nipissing Social Services Administration Board's policies, procedures, and guidelines pertaining to the provision of providing goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact with people with disabilities who use and assistive device, service animal or a support person.

FEEDBACK

The District of Nipissing Social Services Administration Board welcomes feedback as it may identify areas where changes can be made to improve our delivery of services.

In writing, e-mail, or telephone, submitted to:

District of Nipissing Social Services Administration Board

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North Bay ON P1B 8J8

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Someone will respond in writing, e-mail or telephone acknowledging receipt of feedback. The complaint will be forwarded to the appropriate department for action.