Accessibility for Ontarians with Disabilities Act (AODA)

Policy, Practices, and Procedures

Provision of Goods and Services to People with Disabilities

**POLICY STATEMENT**

[Insert Company Name] (“Insert Acronym if Applicable”) is committed to the provision of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the *Accessibility for Ontarians with Disability Act* (AODA), the *Integrated Accessibility Standards Regulation (IASR)* which includes standards for Customer Service, Information and Communications, Employment, Transportation, and Built Environment, the Ontario *Human Rights Code* (OHRC), the *Occupational Health and Safety Act* (OHSA), and the Ontario *Building Code Act*.

**DEFINITIONS**

For the purposes of this policy, the following terms are defined:

**Disability:** The term “disability” as defined under the AODA and the OHRC includes:

* 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 a wheelchair or other remedial appliance or device
* a condition of mental impairment or a developmental disability.
* a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
* 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:** An animal is a service animal for a person with a disability:

1. if it is readily apparent that the animal is used by the person for reasons relating to their disability; or
2. if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Service animal also includes a guide dog as defined under the *Blind Persons’ Rights Act* section 1.

**Employee (Worker):** Refers to any person regarding whom [Insert Company Name] pays wages or a salary, has control over their assigned work and has a right to control the details of their work.

This includes, but is not limited to:

1. fulltime workers
2. part-time workers
3. seasonal workers
4. contract workers
5. any other individuals who are considered employees under the Ontario *Employment Standards Act, 2000* (the “ESA”)

**Supervisor:** A person who has charge of a workplace or authority over an employee. Generally, this would include those with a position title such as Director, Manager or Supervisor, as well as any other management-type position, or those in a temporary supervisory position.

**Support Person:** A support person is a person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. They do not necessarily need to have special training or qualifications.

**OPERATING PRINCIPLES**

**Accessible Communication**

[Insert Company Name] and its employees (“workers”)will communicate with people with disabilities in ways that consider each person’s particular disability.

**Service Animals and Support Persons**

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

1. where services are provided at premises owned or operated by [Insert Company Name];
2. where the public or third parties normally have access to such premises.
3. where a support person accompanying a person with a disability, the admission fee or fare, if any, must be waived.

**Assistive Devices**

[Insert Company Name] is committed to serving people with disabilities who use assistive devices.

We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services.

**Disruption in Service**

[Insert Company Name]will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

**Training**

[Insert Company Name]will provide training to:

1. All workers and volunteers, regardless of whether or not they have direct contact with the public on behalf of [Insert Company Name].

This training will be provided within four (4) weeks of when the individual commences performing duties for [Insert Company Name]. Additional training will be provided within four (4) weeks of any revisions made to this policy and/or related procedures and practices.

Such training will include the following:

1. A review of the purposes of the AODA and the requirements of its Integrated Accessibility Standards Regulation (IASR) - Customer Service Standard.
2. How to interact and communicate with persons with various types of disability.
3. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
4. How to use equipment or devices available on [Insert Company Name]’s premises or otherwise provided by [service provider name] that may help with the provision of goods or services to a person with a disability.
5. What to do if a person with a particular type of disability is having difficulty accessing the goods or services provided by [Insert Company Name].

**Feedback Process**

[Insert Company Name] will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods or services to persons with disabilities. Information about this process will be made accessible, and [Insert Company Name] will provide or arrange accessible formats and communication supports on request.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

The feedback process will specify the actions to be taken by [Insert Company Name] if a complaint is received. A response will be provided to the person making the complaint within seven (7) working days.

**POLICY ADMINISTRATIVE CONTROLS**

**Responsibilities**

[Insert Company Name] is responsible for reviewing this policy every three (3) years and implementing recommended amendments to ensure ongoing compliance with regulated accessibility standards and legislated obligations.

Management personnel will ensure that they and the workers under their supervision are familiar with this policy.

**Monitoring and Contraventions**

Management personnel will monitor current practices to ensure compliance. Failure to comply with this policy may result in disciplinary action, up to and including dismissal**.**

**Note**

This policy is subject to amendment and/or revocation at the company's sole discretion, without prior notice to workers.

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| Issue Date: | MMM DD, YYYY | Revision Frequency: | 3 years or as required |
| Revision Date: | MMM DD, YYYY | Revision Number: | 0.0 |
| Signing Authority: |  [Insert Name] |
| Function: | [Insert Job Title of Signing Authority] |