

Madawaska Valley

Association For

Community Living

**POLICY: ACCESSABILITY STANDARDS for CUSTOMER SERVICE**

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**CATEGORY: SERVICE DELIVERY**

Policy:

MVACL endeavors to ensure that its policies, practices, and procedures for the provision of its services are in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005,* and Regulation 429/07, “Accessibility Standards for Customer Service,” with the principles outlined—dignity, independence, integration, and equal opportunity. All services will be provided in a manner that is respectful of all people.

This policy applies to all MVACL employees, volunteers, students, and board members. This policy applies to all MVACL locations that are accessed by the public.

This policy does not apply to the homes or apartments where people live as these are not areas the public will be accessing for service.

Procedure:

Use of Assistive Devices:

MVACL recognizes that some people use assistive devices (such as wheelchairs, mobility aids, hearing aids, etc) to access services. MVACL will support people in the use of their assistive devices to obtain or receive services.

Communication:

MVACL will communicate in a manner that takes into account the person’s disability.

* Communication will be respectful and individualized i.e.in person, by phone, written, or online.
* Requested documents will be in a format that takes into account the person’s disability and supports will be provided to ensure the person is able to understand and use the documents.
* MVACL shall ensure that any areas of premises that are not open to the public are marked “Employees Only”.

Service Animals:

MVACL recognizes that some people may require the use of guide dogs or other service animals to access services. People who are accompanied by a guide dog or other service animal will be permitted to enter MVACL’s premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

If the animal is legally excluded from the premises, MVACL will provide alternative measures to enable the person to obtain or receive services.

Support Persons:

MVACL recognizes that some people rely on support persons for assistance while accessing services and that these support people may accompany them on MVACL premises. If MVACL charges an admission fee in connection with a support person’s presence at an event or function, advance notice will be given regarding the amount, if any, that is to be paid by the support person.

Disruptions to Service:

In the event of a planned or unexpected disruption to MVACL’s facilities or services (e.g., temporary closure of a ramp), MVACL will provide notice of the disruption to the public including; the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available. Notice of such disruption will normally be posted on MVACL’s website and may also be posted on the physical premises by the Supervisor/designate.

* Employees shall inform their Supervisor/designate of any physical barriers, architectural barriers, information/communication barriers, technological barriers or a policy or practice that poses a barrier for people with disabilities
* MVACL shall consider the impact on people with disabilities when planning new initiatives, when purchasing new equipment or technology, or undergoing facility repairs or renovations.

Training:

MVACL will provide training to its employees, volunteers, students and Board Members about the provision of services for people who have a disability. The training will include a review of this policy, the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, as well as the requirements of the Accessibility Standards for Customer Service.

The training will also include:

* How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, service animals or support persons
* How to use any equipment or devices available at MVACL that may help with the provision of services to people who have a disability; and,
* What to do if a person who has a disability is having difficulty accessing MVACL’s services.

Training will be done on an ongoing basis when changes are made to these policies and procedures. New employees will be trained upon commencement of employment.

Human Resources will keep a record of all training.

Feedback/Comments/Complaints:

Comments or complaints regarding MVACL’s Accessibility Standards for Customer Service can be made to any Director/designate.

Complaints and feedback will be addressed by MVACL in accordance with the Complaints’ Procedure.

Copies of this Policy:

MVACL shall make available copies of this policy, as well as the Complaints’ Procedure, on the Agency website or by requesting a copy from the Agency. MVACL recognizes that people who have a disability use methods other than standard print to access information. MVACL shall make every effort to provide this policy, or the information contained in the policy, in a format that takes into account the person’s disability.