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Approved By: Executive Director		Revision:
Approval Date: September 2018		Jun 16
Signature:		Sept 18

This policy is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (the ‘AODA’) and Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” which came into effect January 1, 2008, and revised July 1, 2016.

It is the policy of Community Living Haldimand that people with disabilities achieve accessibility to the provision of services, provided by Community Living Haldimand, 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; and that all employees and volunteers will be trained on accessible customer service and how to interact with people with different disabilities.

DEFINITION OF TERMS:

1. **Assistive Devices** – as defined in the Guide to the Accessibility Standards for Customer Service, is a technical aide, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. Examples include, but are not limited to walkers, canes, wheelchairs, hearing aids or oxygen tanks.
 - **Barrier** – as defined in the Accessibility of Ontarians with Disabilities Act is 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, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

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2. **Disability** – as defined in the Accessibility for Ontarians with Disabilities Act and the Human Rights Code is:

- 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 remedial appliance or device,
- a condition of mental impairment or 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 benefit were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

3. **Guide Dog** – as defined in Ontario Regulation 429/07 and section one (1) of the Blind Persons Rights Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by regulations under the Blind Persons Rights Act.

4. **Premises** – all public locations owned and operated by Community Living Haldimand where people have access, including but not limited to, family members of people supported, volunteers, and employees.

5. **Service Animal** – as defined in Ontario Regulation 429/07 is a service animal for a person with a disability,

- if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

If it cannot easily be identified that the animal is a service animal, the person will be asked to provide documentation from a regulated health professional confirming that the person needs the service animal for reasons relating to their disability.

6. **Support Person** – as defined in Ontario Regulation 429/07 in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

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In certain cases, Community Living Haldimand may require a person with a disability to be accompanied by a support person for health and safety reasons. Admission fee or fare for the support person will be waived, if one exists, in order to ensure the person with a disability is able to attend.

Before making a decision, Community Living Haldimand will do the following, as required:-

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises