



SUBJECT: Providing Goods and Services to People with Disabilities	DATE ISSUED: February 2012	SUPERCEDES POLICY DATED: New
APPROVED BY: Executive Committee	DISTRIBUTION:	

1 POLICY

1.01 All members of the OICC community are expected to provide consistently high customer service standards for all clients, students, patients and customers. All customer service provided by OICC shall follow the ideals of dignity, independence, integration and equal opportunity. OICC will meet or exceed all applicable legislation regarding the provision of customer service for people with disabilities.

2 SCOPE

2.01 This policy applies to every person who deals with members of the public or other third parties on behalf of OICC, whether the person does so as an employee, student, agent, volunteer or otherwise. An employee, student, agent, volunteer or otherwise is defined as anyone who has interaction with the public, OICC students, or patients at the OICC.

3 DEFINITIONS

3.01 “*Accessibility Coordinator*” refers to the person appointed to carry out the duties set out in Section 4.02.

3.02 “*Assistive Device*” refers to any auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

3.03 “*Disability*” means the definition as set out in the Ontario Human Rights Code. The *Code* defines “*disability*” as follows:


“*because of disability*” means for the reason that the person has or has had, or is believed to have or have had,

(a) 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 on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

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(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

3.04 “*Service Animals*” means any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

3.05 “Support Persons” is defined as any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

4. RESPONSIBILITIES

4.01 The Human Resources Department at CCNM is responsible for communicating this policy to all employees as well as ensuring that complaints are responded to immediately in the prescribed manner.


4.02 CCNM is responsible for appointing an Accessibility Coordinator. Working with the OICC’s Manager, the Accessibility Coordinator shall:

1. Review this policy on an annual basis, and revise where necessary.
2. Provide customers and interested parties with a copy of this policy upon request.
3. Make this policy available in alternate formats upon request.
4. Ensure that all employees are appropriately trained regarding the customer service accessibility act.
5. Ensure that notice is provided for any disruption of service.
6. Collect and follow up on all customer feedback.
7. Ensure OICC students are appropriately trained regarding the customer service accessibility act. This training will be part of the Ethics and Jurisprudence Courses.
8. Ensure agents and volunteers who deal directly with customers will be trained as needed regarding the customer service accessibility act.

4.03 The Human Resources Department from CCNM and the OICC’s Manager will be responsible for ensuring that all employees are trained in Providing Goods and Services to people with Disabilities and the Access for Ontarians with Disabilities Act.

4.04 All trained employees, students, agents, volunteers or otherwise who deals with members of the public or other third parties on behalf OICC will be required to:


1. Provide consistently high levels of customer service to all customers, and ensure that they are served in a manner that allows access to all products and services offered.

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2. Employ the skills and knowledge presented in the customer service accessibility training program to ensure that customers are served appropriately.
3. Inform management of any issues regarding accessibility, or disruptions in service.
4. Adhere to the Customer Service Accessibility Standards at all times.
5. Provide assistance to customers where necessary, and ensure that all walkways are kept clear at all times.
6. Obtain consent from the customer in the event that confidential information must be shared with a support person.

5. PROCEDURES

- 5.01 Persons with disabilities may bring their service animal to OICC.
- 5.02 A person with a disability who is accompanied by a support person will be permitted to have access to that person at all times while on OICC premises.
- 5.03 In the event of a temporary disruption that would significantly impair or prevent a disabled person from accessing the OICC premises, the OICC's Manager is to be advised as soon as possible. The OICC's Manager will then take steps to ensure that any person who might be impacted by the disruption is notified if possible and that the notice is published on the OICC website as well as posted on all the public entrances. The notice will include information about the reason for the disruption, its expected duration, and a description of any alternative facilities or services where applicable. The OICC's Manager in conjunction with the Director of the Facilities will attempt, if possible, to facilitate a temporary work around solution.
- 5.04 OICC will provide training about the provision of accessible goods and services to its employees, students and others who interact with persons who wish to obtain goods and services provided by OICC. All current OICC employees will receive training via a brief online course. Training will be provided to new employees as soon as practical. Students will receive training as part of the Ethics and Jurisprudence Courses.
- 5.05 Feedback about the implementation of this policy can be made to the Accessibility Coordinator. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve OICC services. Where possible, complaints will be addressed immediately. Some complaints may require more effort to address and may need to be reviewed by a number of CCNM departments. In such instances, the

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5.06 Accessibility Coordinator will promptly initiate this review. Persons offering feedback can expect acknowledgment within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the person will be notified of the outcome. Feedback response will be in a format that is accessible to the complainant.