



Chapter:	Human Resource Policies and Procedures	SPP No.	HR 400-17
Section:	Employment Policies	Effective:	Dec 12, 2011
Subject:	AODA CUSTOMER SERVICE POLICY	Page:	1 of 4
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POLICY

SRG is committed to providing exceptional and accessible service at all SRG locations for all employees and clients and customers who visit any of our locations. The provision of services to persons with disabilities will be *integrated* wherever possible. Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the services provided by and on behalf of SRG.

PURPOSE

To ensure that the *dignity and independence* of all individuals is respected with regard to Accessibility.

SCOPE

All SRG employees, customers and clients.

DEFINITIONS

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

Assistive device is any devices that helps person with disability do everyday tasks and activities. Assistive devices include digital audio players, hearing aid, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices. Note: Bell has a Relay Service from any phone for free (1-800-855-0511).

Barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This may include architectural or physical barriers, an information or communications barrier making it difficult for people to receive or send information, an attitudinal barrier, a technological barrier, a policy, or a practice.

Disability means:

- a) Any degree of physical 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 impairment, 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 or 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,
- 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*.



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Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O. 1990, c. B.7, s. 1 (1).

Service Animal is an animal that a person with a disability uses for support. Such use is either readily apparent or is supported by a letter from a regulated health professional in Ontario. Regulated health professionals may be audiologists and speech-language pathologists, chiropractors, nurses, occupational therapists, optometrists, medical doctors, physiotherapists, psychologists, psychotherapists, and mental health therapists.

Support person is another person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to a premise.

REFERENCES and RELATED POLICIES and PROCEDURES

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA details specific requirements and standards for accessibility in Ontario which requires SRG to make reasonable efforts to ensure that its policies, practices, and procedures relating to the delivery of services are consistent with the principles of dignity, independence, integration, and equal opportunity.

Training Policy

Every person who deals with members of the public or who participates in developing SRG's policies, practices and procedures governing the provision of goods and services to the public will receive training regarding the provision of goods and services to persons with disabilities.

- a. The training will include the following information:
 - The purposes of the Accessibility for Ontarians with Disabilities Act,
 - How to interact and communicate with persons with various types of disabilities,
 - How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
 - How to use equipment made available by the Company to help people with disabilities to access goods and services
 - What to do if a person with a disability is having difficulty accessing services.
- b. Training will be provided to each person according to his or her needs and duties and as soon as is practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

Procedures for the use of Assistive Devices, Service Animals and Support Persons

Assistive Devices

Persons with disabilities may use their own personal assistive devices while on SRG's premise. Possible barriers to the use of assistive devices will be removed where they can be.



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Service Animals

Service animals are permitted to accompany any person with a disability while on the premise of SRG, except where animals are excluded by law.

Where an animal is excluded by law from the premises, or may affect the health and safety of other people on SRG's premise, other measures will be explored in order to provide service to the person with a disability.

Where it is not readily apparent that an animal is a service animal, SRG may request a letter from a regulated health professional confirming that the animal is used by the person for reasons relating to his or her disability.

Support Persons

Any person with a disability who is accompanied by their support person will be permitted on SRG's premise with his or her support person.

In most cases, program fees shall be waived for the support person, provided that the support person remains beside the person with a disability when accessing and using a program or service, and while moving through the branch or office location. However, where a SRG program or registration fee is charged and a portion of revenues are payable to a third party, or where a fee includes or covers such costs as food or accommodation, the support person may be required to cover these costs. If any amount is payable by the support person, SRG shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person.

SRG may require a person with a disability to be accompanied by a support person when on our premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

NOTICE OF TEMPORARY DISRUPTIONS

SRG is committed to informing stakeholders of any temporary disruption of service at any of our office locations. A temporary disruption means a short-term, planned or unplanned, disruption to facilities or services. Potential temporary disruptions may include evacuations or relocation due to fire, flood, or mechanical failures, power outage, elevator out of service, or programs moved or cancelled.

Managers shall notify the public, including people with disabilities, of any temporary disruptions.

Notice shall include information about the reason for the disruption, how long it will likely last, and information about other facilities or services (if any) that are available. Notice may be given by posting the information on the premises, on SRG's website, voicemail messaging or by any other reasonable method.



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FEEDBACK PROCESS

SRG welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way SRG provides goods, services or facilities to people with disabilities can provide feedback in the following ways:

- Phone
- In Person
- Fax
- Mail
- Email

All feedback including complaints will be directed to the HR Administrative Manager. Customers can expect to hear back in 7 (seven) business days.

SRG will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

RESOURCES AVAILABLE

SRG's policies, practices and procedures related to the AODA are available to the public upon request. Where a request is made for a document by a person with a disability, SRG shall provide the information contained in the document in a format that takes into account the person's disability.

In addition, the following are sources for information about Accessibility Standards in Ontario:

- To view the Accessibility for Ontarians with Disabilities Act, or Ontario Regulation 429/07 Accessibility Standards for Customer Service, visit www.e-laws.gov.on.ca
- To review requirements under the Accessibility for Ontarians with Disabilities Act or for additional resources about accessibility, visit www.mcass.gov.on.ca/mcass

More information about the customer service standard for accessibility is also available at www.AccessON.ca/compliance