

# AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

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## Intent

CanACRE supports equal opportunity and is committed to providing a barrier-free environment that allows people to maintain their independence and dignity.

CanACRE respects and upholds the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated Regulations.

This policy applies to the provision of goods and services to the public or other third parties, not to the goods themselves. CanACRE strives to meet the needs of individuals with disabilities in a timely and effective manner.

## Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or 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*.

Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Service Dog – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care, medical needs or access to services.

## Guidelines

In accordance with the Customer Service Standards, this policy addresses the following:

- A. [The Provision of Services to Persons with Disabilities](#);
- B. [The Use of Assistive Devices](#)
- C. [The Use of Guide Dogs, Service Animals and Service Dogs](#)
- D. [The Use of Support Persons](#)
- E. [Notice of Service Disruptions](#)
- F. [Customer Feedback](#)
- G. [Training](#)
- H. [Notice of Availability and Format of Required Documents](#)

### **A. The Provision of Services to Persons with Disabilities**

CanACRE makes its policies, practices and procedures consistent with the principles of dignity, independence, integration and equal opportunity.

CanACRE:

- Attempts to provide the appropriate resources so that customers receive comparable value and quality;

- Allows customers with disabilities to do things in their own ways and at their own pace when accessing services if this does not present a safety risk;
- Uses alternative methods when possible so that customers with disabilities have access to the same services, in the same place and in an equivalent manner;
- Considers individual needs when providing services; and
- Communicates in a manner that considers the customer's disability.

## **B. The Use of Assistive Devices**

### Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing services provided by CanACRE.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to provide access to CanACRE's services.

## **C. Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed to access the premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, CanACRE may request verification from the customer.

### Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

### Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, CanACRE will make all reasonable efforts to meet the needs of all individuals.

## **D. The Use of Support Persons**

If a customer with a disability is accompanied by a support person, CanACRE will make sure that both persons are able to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

## **E. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of CanACRE. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use CanACRE's services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

### Notification Options

When disruptions occur CanACRE may:

- Post notices in conspicuous places including at the main entrance and the nearest accessible entrance to the office;
- Contact customers who will be visiting the office location during the duration of the disruption;
- Provide verbal notification to customers; or
- by any other method that may be reasonable under the circumstances.

## **F. Customer Feedback**

CanACRE will provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on CanACRE's website. Feedback forms along with alternate methods of providing feedback (verbal or written), will be available upon request.

### Submitting Feedback

Customers can submit feedback to:

Judy Miller  
Human Resources Manager  
416-548-8602 ext. 2131  
489 Queen Street E, unit 300  
Toronto, ON, M5A 1V1  
[jmiller@canacre.com](mailto:jmiller@canacre.com)

Customers who wish to provide feedback can do so by completing an onsite customer feedback form or can provide verbal feedback directly to the Human Resources Department.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **G. Training**

Training will be provided to:

- Every person who is an employee of, or a volunteer with, CanACRE.
- Every person who participates in developing CanACRE's policies.

### Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on what to do if a person with a disability is having difficulty accessing CanACRE's services.
- CanACRE's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

### Training Schedule

CanACRE will provide training as soon as practicable. Training will be provided to new employees and/or volunteers during the onboarding process. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

### Record of Training

CanACRE will keep a record of training that includes the dates training was provided and the names /number of employees who attended the training.

## **H. Notice of Availability and Format of Documents**

CanACRE will notify customers that the documents related to the Customer Service Standards are available upon request and in a format, that takes into account the customer's disability. Notification will be provided by posting the

information in a conspicuous place owned and operated by CanACRE, the CanACRE's website and/or any other reasonable method.

## Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Judy Miller  
Human Resources Manager  
416-548-8602 ext. 2131  
489 Queen Street E, unit 300  
Toronto, ON, M5A 1V1  
[jmiller@canacre.com](mailto:jmiller@canacre.com)

This policy and its related procedures will be reviewed by the Human Resources Department as required in the event of legislative changes, or changes to company procedures.