



<b>Title: ACCESSIBLE CUSTOMER SERVICE STANDARD</b>		Number: ADM-POL-017	
<b>Effective Date:</b>	September 21, 2010	<b>Owner:</b>	Leadership team
<b>Last Review Date:</b>	July 2023 (L. Paolatto)	<b>Approved by:</b>	Executive Director

**Note: A printed copy of this document may not reflect the current, electronic version of The Hospice of Windsor & Essex County, Inc’s Policy/Procedure. Any copies of this document appearing in paper form should ALWAYS be checked against the electronic version prior to use.**

**A. POLICY**

Hospice is committed to establishing procedural guidelines for accessibility standards for patient, family, volunteers and guest service that ensures respect, dignity and equality for persons with disabilities, in accordance with Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards for Customer Service, Ontario Regulation 429/07 by all agency staff.

All staff will follow the established procedural guidelines that ensure that The Hospice of Windsor and Essex County Inc. communicates with people with disabilities in ways that take into account their disability and respect their independence and dignity.

**B. PROCEDURE**

The Hospice of Windsor & Essex County Inc. will provide this policy and procedural guideline information to all persons, upon request, in a format requested by the person.

Staff and other representatives of the agency will receive Accessible Customer Service training regarding the purpose of the Accessibility for Ontarians with Disabilities Act and other areas as outlined in the “Accessible Customer Service Standard: Procedural Guidelines”.

A copy of the training module is available on the “policies\_procedures” network drive in the Documentation Resources Folder (link is available at the end of the policy.)

**Use of service animals**

If a person with a disability is accompanied by a guide dog or other service/support animal, The Hospice will ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises/location. If the service animal is excluded by law from the premises, The Hospice will seek alternative measures to enable the person with a disability to obtain services.

**Use of support persons**

If a person with a disability is accompanied by a support person, The Hospice will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while receiving services. The Hospice may require a person with a disability to be

accompanied by a support person when on the premises to ensure the health or safety of the person with a disability or the health or safety of others on the premises.

### **Notice of temporary disruptions**

The Hospice will provide notice of temporary disruption of services. The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Notice will be provided at a conspicuous place or method that is deemed reasonable in the circumstances.

### **Training for staff**

Staff that work with members of the public or other third parties will receive Accessibility Training that will include:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The training will be provided to each person as soon as practicable and will be provided to staff on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. Staff's certificate of training completion will be kept in personnel file

### **Feedback process for providers of goods or services**

(1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

(2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on a USB or otherwise.

(3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.

(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.

### **Notice of availability of documents**

(1) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.

(2) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

### **Format of documents**

(1) If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

(2) The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information.

## **C. GUIDELINES**

### **ACCOUNTABILITY:**

The Executive Director or designate shall be responsible for ensuring that this policy is implemented and receives regular monitoring.

### **DEPARTMENTAL RESPONSIBILITIES:**

The Directors will ensure that all staff understand and are made aware of this policy and ensure compliance with the policy.

Training will be conducted on an on-going basis as changes arise in the Act.

## **D. APPLICABLE FORMS**

[Accessibility for Ontarians with Disabilities Act – Website Resources](#)