



**Accessibility Ontario Disabilities Act  
AODA Policy Manual**

**Customer Service Policies**

101 Accessibility for participants disability policy.....page 2

102 Communicating with People with Disabilities Policy.....page 5

103 Guide Dogs and Service Animals Policy.....page 7

104 Use of Assistive Devices Policy .....page 9

105 Notice of Disruptions in Service Procedures.....page 12

106 Support Persons Policy .....page 13

<b>Manual:</b>	<b>AODA Manual – Customer Service</b>	<b>Policy Number:</b>	101
<b>Subject:</b>	<b>ACCESSIBILITY FOR PARTICIPANTS WITH DISABILITIES POLICY</b>		
<b>Developed:</b>	March 2011		
<b>Revised:</b>			
<b>Approved:</b>			
<b>References:</b>	BHO Standard		
<b>Policy References:</b>	Canadian Charter of Rights and Freedoms Human Rights Code of Ontario Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service Blind Person’s Right Act: Regulation 58 Guide Dogs		
<b>Approved by:</b>	Executive Director/Board of Directors		

### **Policy Statement**

This policy describes how Langs will ensure it takes all reasonable measures to provide accessible service to participants with disabilities.

Langs is committed to ensuring all participants have equal access to the services we provide. We will do this by:

- establishing policies, procedures and practices that describe how we serve people with disabilities.
- using reasonable effort to ensure our participant policies are consistent with the principles of dignity, independence, integration of services and equality of opportunity.
- dealing with the use of assistive devices for people with disabilities in our policies.
- communicating with people with disabilities in ways that take into account their disabilities.
- welcoming people accompanied by guide dogs, service animals or support people and providing information about access.
- providing clear, complete, timely and prominent notice of temporary disruption of any of our facilities used by people with disabilities to help them access our services.
- providing timely and ongoing training to our staff, students and volunteers who deal with participants, to ensure their understanding of and ability to implement our policies regarding service to people with disabilities.
- implementing and communicating our processes for receiving and responding to feedback and handling complaints about how we provide services to people with disabilities.
- complying with documentation standard, including availability and format of documents.

### **Definitions**

#### **Assistive Devices:**

May be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

**Barrier:**

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, an information or communications barrier, a technological barrier, a policy or practice.

**Patient/Participant** – A person who inquires about or accesses the services of Langs or visits our sites.

**Dignity**

Treating a participant with a disability as valued and deserving of the same type of service Langs provides to any other participant.

**Disability**

The definition of “disability” used in the Accessibility for Ontarians with Disabilities Act (AODA) is from the Human Rights Code and means:

- 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 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 benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

The Guide: Accessibility Standards for Customer Service, Ontario Regulation 429/07 states that: “The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.”

**Interpretation:**

Interpretation means rendering spoken language into another spoken language, or the process of rendering spoken language into visual language, e.g. American Sign Language. Interpretation includes a variety of alternative methods of communication that meet the needs of the person with a disability.

**Training:**

Every person who deals with a member of the public or participates in developing the organization’s policies, procedures, and practices governing the provision of services to the public, including organization, will receive training and orientation to the AODA, policies, procedures, and practices governing the provision of goods and services to persons with disabilities. This training will be provided as soon as practicable after he or she is assigned the applicable duties. The training will also be provided on an ongoing basis in connection with any changes to policies, procedures, and practices.

**Service Animals:**

Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are for example are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. An animal is qualified to be a service animal if it is readily apparent the animal is used by the person for reasons relating to his or her disability; or the person provides a letter from a physician or nurse confirming the person requires the animal for reasons relating to the disability.

**Guide Dog:**

A guide dog is a dog trained as a guide for a blind person. This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Persons' Rights Act and has been qualified as a guide dog.

**Support Person:**

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or access to services. This may be a professional, relative, volunteer or friend.

**Feedback:**

The opportunity for the public to provide feedback on services provided through Langs can be done through the current participant feedback process or by telephone, or in person. Notice of the availability of the feedback document is posted in the organization. They will be provided upon request and communicated in a manner that takes into account the person's disability.

**Applicability**

This policy and its sub-policies apply to:

- all people who access our services
- all staff, volunteers, students, contractors, consultants and others working on behalf of Langs who provide participant services
- staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard
- people who accompany participants with disabilities who use our services

<b>Manual:</b>	<b>AODA Manual – Customer Service</b>	<b>Policy Number:</b>	102
<b>Subject:</b>	<b>COMMUNICATING WITH PEOPLE WITH DISABILITIES POLICY</b>		
<b>Developed:</b>	May 2011		
<b>Revised:</b>			
<b>Approved:</b>	December 2011		
<b>References:</b>	BHO Standard		
<b>Policy References:</b>	Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
<b>Approved by:</b>	Executive Director		

### **Policy Summary**

This policy describes how Langs will communicate with people with disabilities.

### **Purpose**

1. This policy describes how Langs will take in account a range of disabilities.
2. This policy further describes the communication criteria that must be taken into account when communications are developed and distributed.

### **Policy Statement**

1. Langs strive to communicate effectively with people with disabilities. We will do this by:
  - Taking into account individual disabilities when communicating
  - Educating staff, students, volunteers and others about providing effective ways of communicating with people with disabilities
  - Using appropriate language when referring to people with disabilities and taking action when unacceptable terms are used
  - Soliciting feedback about our communications from clients, consumers, experts and others
  - Keeping current with communication technology and standards for people with disabilities.
2. Langs will develop and enforce communication criteria that provides a range of options to make all of our communication more accessible to people with disabilities.  
We will do this by:
  - Adapting current best practices whenever possible
  - Ensuring there is a quality control process for communications

### **Procedures**

1. When possible, Langs will provide aids that are used to help people with a disability communicate (e.g., text readers, amplifiers, screen magnifiers, and interpretation)

2. Staff, students and volunteers will communicate with clients over the telephone and in person in clear and plain language.
3. When possible, Langs will offer alternative formats for communication in order to address the needs of people with disabilities (e.g., large print, Braille, etc.).

## **Definitions**

### **Assistive Communications Devices:**

Can be software or aids that are used to help people with a disability communicate. Examples of assistive communication devices are: text readers, amplifiers, screen magnifiers, captioning and interpretation.

### **Communication:**

A process of providing, sending, receiving and understanding information. Examples of methods of communications are: spoken, written, graphic, symbolic, electronic and sign language.

### **Disability:**

The definition of “disability” used in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

### **Formats:**

Describe medium used such as CD, electronic or paper.

### **Standard:**

Mean the Accessibility Standards for Customer Service.

## **Limitations**

This policy does not cover:

- Communications that are from third-parties which we forward to others
- Communication that are under copyright and cannot be altered by our organization.

## **Applicability**

This policy and its sub-policies apply to:

- all staff, volunteers, students, contractors, consultants and others working on behalf of Langs and who communicate with clients, consumers and the public.
- staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

<b>Manual:</b>	<b>AODA Manual – Customer Service</b>	<b>Policy Number:</b>	103
<b>Subject:</b>	<b>GUIDE DOGS AND SERVICE ANIMALS POLICY</b>		
<b>Developed:</b>	May 2011		
<b>Revised:</b>			
<b>Approved:</b>	December 2011		
<b>References:</b>	BHO Standard		
<b>Policy References:</b>	Blind Person’s Rights Act: Regulation 58 Guide Dogs Health Protection and Promotion Act, Regulation 562 Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
<b>Approved by:</b>	Executive Director		

**Policy Summary**

This policy describes how Langs will welcome people with disabilities who are accompanied with guide dogs or other service animals.

**Purpose**

This policy describes how people with disabilities and their service animals will be treated on Langs premises.

**Policy Statement**

Langs is committed to allowing full access to our services and premises to people with disabilities and their service animals wherever possible. We will do this by:

1. Allowing full access to our premises, unless that area of the organization is not open to the public or other third parties or animals are excluded by other laws such as public health.
2. Educating staff, volunteers, students and others dealing with the public about the use of service animals.
3. Providing training to staff, volunteers, students and others dealing with the public on how to interact appropriately with people with disabilities who are accompanied by a service animal.
4. Assisting people with disabilities who are accompanied by a service animal when they request help with their animal if it is safe and reasonable to do so.
5. Ensuring health regulations concerning service animals are posted in any area where food is prepared and served.
6. Providing other measures to access our services for people with disabilities if their service animal is excluded by law from certain areas of our premises.

**Definitions**

**Guide Dog**

This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Person’s Rights Act and has been qualified as a guide dog.

**Premises**

All locations and facilities under the control of Langs.

## **Service Animal**

May also be called “assistance animals”, “assist animals”, “support animals” or “helper animals”.

An animal is qualified to be a service animal if:

- It is readily apparent the animal is used by the person for reasons relating to his/her disability; or
- The person provides a letter from a medical practitioner confirming the person requires the animal for reasons relating to the disability.

## **Limitations**

This policy does not cover:

1. Langs events held off premises over which Langs has no control.
2. Animals that do not come under the definition of “guide dog” or “service animal”.

## **Applicability**

This policy and its sub-policies apply to:

- All staff, volunteers, students, contractors, consultants and others working on behalf of Langs and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

<b>Manual:</b>	<b>AODA Manual – Customer Service</b>	<b>Policy Number:</b>	104
<b>Subject:</b>	<b>USE OF ASSISTIVE DEVICES POLICY</b>		
<b>Developed:</b>	February 2011		
<b>Revised:</b>			
<b>Approved:</b>			
<b>References:</b>	BHO Standard		
<b>Policy References:</b>	Canadian Charter of Rights and Freedoms Human Rights Code of Ontario Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
<b>Approved by:</b>	Executive Director		

### **Policy Summary**

This policy describes how Langs will allow people with disabilities to use their personal assistive devices and the availability of assistive devices on our premises.

### **Purpose**

3. This policy will describes how people with disabilities who use personal assistive devices will be treated whenever they are on our premises our using our services.
4. This policy will further describe how information about the availability of assistive devices on our premises will be kept and communicated.

### **Policy Statement**

1. Langs is committed to ensuring clients with disabilities who access our services and anyone with a disability who visits our sites will be able to use their assistive devices within the limits of any applicable health and safety laws or regulations. We will do this by:
  - using reasonable effort to ensure clients, consumers and visitors with disabilities and who use assistive devices are treated with dignity, independence, integration of services and equality of opportunity
  - educating staff about personal assistive devices
  - allowing clients, consumers and people with disabilities who use our services or visit our site to use their personal assistive devices.
2. We will inform our clients, consumers and visitors with disabilities about the personal assistive devices available for their use on our premises. We will do this by:
  - Keeping an updated inventory of assistive devices available for use by clients, consumers and visitors and making that information available to them in accessible formats and locations.
  - Striving to expand our inventory of assistive devices when making budgeting and purchasing decisions.

## **Definitions**

### **Alternative Ways:**

Means ways of helping clients, consumers or visitors with disabilities access our premises or services when they are unable to use their own assistive devices. Alternative ways must consider the principles defined in this policy.

Examples of alternative ways are:

- a staff person providing assistance when a personal assistive device cannot be used
- writing information clearly and simply if electrical equipment causes static in a person's hearing aid
- asking how best to assist the person

### **Assistive Devices:**

May be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

### **Disability:**

The definition of "disability" used in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

### **Principles:**

Are from the standard and require service providers to use reasonable effort to ensure policies, procedures and practices are consistent with:

- Respecting the dignity and independence of people with disabilities
- Providing services to people with disabilities that are integrated with the services provided to people unless an alternative measure is required
- Giving equal opportunity to people with disabilities to obtain, use and benefit from our services.

### **Standard:**

Mean the Accessibility Standards for Customer Service.

## **Limitations**

This policy does not cover devices that are used by people without disabilities or devices that are not related to disability. The policy does not supersede health and safety laws or regulations.

## **Applicability**

This policy and its sub-policies apply to:

- People with disabilities who access our services or premises
- all staff, volunteers, students, contractors, consultants and others working on behalf of LFVA and who provide client services
- staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard
- people who accompany clients with disabilities who use our services or visit our sites

## LFVA LIST OF ASSISTIVE DEVICES

<b>ITEM</b>	<b>LOCATION</b>
Wheel chair	Medical Reception
Oxygen portable tank	Medical Storage – clinical area
Oxygen portable tank	Medical crash cart – outside of Exam Rm #6
Ceiling lift system	William Pautler Accessible Washroom
Crutches	Soiled Utility Room
Bell Relay TTY Service - signs posted	Clinical and Resource Centre Waiting Areas
Stretcher	Soiled Utility Room

## NORTH DUMFRIES LIST OF ASSISTIVE DEVICES

<b>ITEM</b>	<b>LOCATION</b>
Wheel chair	Front hallway
Oxygen portable tank	beside the emergency cart one in the storage closet in the lab
Stretcher	storage room by the staff kitchen
Bell Relay TTY Service - signs posted	waiting area

December 14, 2011

<b>Manual:</b>	<b>AODA Manual – Customer Service</b>	<b>Policy Number:</b>	105
<b>Subject:</b>	<b>NOTICE OF DISRUPTIONS IN SERVICE PROCEDURES</b>		
<b>Developed:</b>	September 2011		
<b>Revised:</b>			
<b>Approved:</b>			
<b>References:</b>	BHO Standard		
<b>Policy References:</b>	Canadian Charter of Rights and Freedoms Human Rights Code of Ontario Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service Blind Person’s Right Act: Regulation 58 Guide Dogs		
<b>Approved by:</b>	Executive Director		

**Rationale:**

This procedure describes how Langs will provide notice on disruptions in service to people with disabilities.

In the event that there is a disruption in the usual facilities or services that Langs provides to people with disabilities in order for them to access our services (e.g., accessible washrooms, ramps, accessible, parking spaces, automatic doors, TTY services, etc.), we will provide notice of such disruption as far in advance as possible, through a variety of means.

**Procedures:**

1. When service disruptions are planned or anticipated (e.g., routine maintenance or upgrades), notices of the disruption will be posted in advance.
2. When service disruptions are not anticipated (e.g., sudden malfunctions), notices of service disruption will be posted as soon as the disruption occurs.
3. All notices regarding service disruptions will, where relevant:
  - a. note the reasons for the disruption
  - b. note how long service is expected to be disrupted
  - c. be posted in conspicuous places where people with disabilities can easily access the information such as:
    - i. on the door to the premises
    - ii. on bulletin boards throughout the building
    - iii. on the website
  - d. direct clients to alternative ways to access the service
4. In the event of both anticipated and unanticipated service disruptions, alternative means of providing the service will be offered, where possible.

<b>Manual:</b>	<b>AODA Manual – Customer Service</b>	<b>Policy Number:</b>	106
<b>Subject:</b>	<b>SUPPORT PERSONS POLICY</b>		
<b>Developed:</b>	September 2011		
<b>Revised:</b>			
<b>Approved:</b>			
<b>References:</b>	BHO Standard		
<b>Policy References:</b>	Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
<b>Approved by:</b>	Executive Director		

### **Policy Summary**

This policy describes how Langs will welcome people with disabilities who are accompanied by a support person.

### **Purpose**

This policy describes how people with disabilities and their support persons will be treated on Langs premises and Langs community events.

### **Policy Statement**

Langs is committed to allowing full access to our premises to people with disabilities and their support persons. We will do this by:

1. Allowing full access to our premises to people with disabilities and their support persons, unless that area of the organization is not open to the public or other third parties
2. Ensure the person with a disability and his/her support person are able to enter our premises together and that the person with a disability has access to her/her support person at all time while on the organization's premises.
3. When clients access Langs services and programs in the company of their support person, it is understood that the client has provided implied consent to the presence of their support person and that the client's support person understands and commits to the confidentiality of the client's personal health information.
4. Educating and training staff, volunteers, students and others dealing with the public about how support persons will be treated
5. Including in our publications and on website where appropriate that we welcome people who are accompanied by support persons.
6. Giving advance notice about the admission fee that will be charges for support person who accompany people with disabilities to events or services sponsored by Langs. We will ensure that signage and template for events providing details about admission costs for support people.

### **Definitions**

#### **Admission**

The fee charged for attending events or obtaining services.

#### **Premises**

All locations under the control of Langs including satellite locations.

**Support Person**

May also be called “support professional”, “caregiver”, “interpreter” to name a few. A support person is a person who assists an individual with a disability to lead a self-directed life and who accompanies him/her in order to help with communication, mobility, personal care, medical needs or access to goods or services. This may be a professional, relative, volunteer, or friend.

**Limitations**

This policy does not cover:

1. Events held on Langs premises that are not sponsored by us
2. Langs events held off premises over which Langs has no control.
3. The organization is not responsible for providing a support person.

**Applicability**

This policy and its sub-policies apply to:

- All staff, volunteers, students, contractors, consultants and others working on behalf of Langs and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard