




WATERFRONTToronto

HR Guideline: AODA Accessible Customer Service	Guideline #: 30
Effective Date: December 18, 2013	Approved by:  Marisa Piattelli, CAO

Guideline

This guideline is to ensure Waterfront Toronto prescribes to the requirements of the Accessibility Standards for Customer Service Ontario Regulation 429/07. This policy governs the provision of goods and services provided to the public or other third parties, not to the goods themselves.

Waterfront Toronto is committed to providing accessible services to all individuals including employees, customers and people with disabilities. Waterfront Toronto's goods and services will be provided in a manner that is based upon the following principles:

1. Dignity
2. Independence
3. Integration
4. And Equal opportunity

The provision of goods and services to persons with disabilities will be integrated where applicable. Persons with disabilities will be given the opportunities equal to that provided to others, specifically the use and benefits from the goods and services Waterfront Toronto provides as per section 3 of the Accessibility Standards for Customers Service regulation.

Purpose and Scope

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and will address the following:

Definitions

- Customer Service
 - The provision of goods and services to persons with disabilities
 - The use of assistive devices by persons with disabilities
 - The use of service animals, guide dogs and support persons by persons with disabilities.

- Notice of temporary disruptions in services and facilities
- Staff training
- Customer feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents and meetings

This guideline is applicable to all staff employed on a full-time, regular part-time or on a contract basis with Waterfront Toronto.

Definitions

(Accessibility for Ontarians with Disabilities Act, 2005)

Accessible shall mean capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.

Assistive Device shall mean a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the customer Service Standard.

Dignity shall mean respecting and treating every person including persons with a disability as valued and as deserving of effective and full service as any other customer.

Disability: Shall mean,

- 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
- 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;

Independence shall mean freedom from control or influence of others, freedom to make your own choices.

Guide Dog shall mean a dog trained as a guide for a person who is blind and having the qualifications prescribed by the regulations.

Goods and Services shall mean goods and services provided by Waterfront Toronto.

Service Animals shall mean animals that are used as a service animal for a person with a disability.

Support Person shall mean an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, and medical needs.

Section 1: Customer Service Standards

Waterfront Toronto is committed to excellence in serving all customers, including people with disabilities.

Assistive Devices

Persons with disabilities may use their assistive devices as required in accessing goods and/or services provided by Waterfront Toronto.

Currently, Waterfront Toronto does not have assistive devices on the premises for the use of people with disabilities. In the event of a need for a particular device the necessary arrangements would be made.

Waterfront Toronto will ensure that all staff is trained and familiar with various assistive devices available on site that are provided that may be used by customers with disabilities while accessing our goods or services.

Communication

Waterfront Toronto will communicate with people with disabilities in ways that take into account their disability.

Service Animals, Guide Dogs and Support Persons

Waterfront Toronto is committed to ensuring all service animals and guide dogs accompanying persons with disability are permitted on Waterfront Toronto premises, unless the animal is otherwise excluded by law. Where a service animal is excluded by law from the premises, Waterfront Toronto will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the goods and services.

Support Staff

Waterfront Toronto is committed to ensuring all support persons accompanying person with disability are welcome into our offices and to ensuring that the person with a disability is not prevented from having access to them at all times.

When required by a person with a disability, Waterfront Toronto will permit the person with a disability to be accompanied by a support person when on the premises in the event that a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

If there is a fee to enter the premises, or in connection with a person's presence at a premises, Waterfront Toronto will provide notice of the fees including those for support people. Such notice will be posted and available in advance.

Notice of Disruptions in Service

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

All posted notices will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be given as appropriate and may include posting the notice on the premises, on the website, or other method as is reasonable in the circumstances.

Training for Staff

Waterfront Toronto will provide training to all staff. This training will also be provided to new staff once employed at Waterfront Toronto.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Waterfront Toronto's goods and services

Revised training will be provided in the event of changes to legislation, procedures or practices.

Records of such training will be maintained including the number people and date on which training is provided.

Feedback Process

Anyone who wishes to provide feedback on the way Waterfront Toronto provides goods and services to people with disabilities can provide feedback in person, via e-mail, or by contacting us via telephone. Complaints will be forward to Waterfront Toronto Director of Human Resources and Administration, Rose Desrochers, and will be addressed accordingly.

Notice of Availability and Format of Documents

Documents related to the Accessibility Standards for Customer Service are available upon request and are available in a format that takes into account the person's disability. Availability of such information will be posted at the Waterfront Toronto offices and will be posted online at (www.waterfronttoronto.ca).

Modifications to this or other Policies

Any policy of Waterfront Toronto's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.