

COMMUNITY LIVING BRANT  
POLICY AND PROCEDURE MANUAL

SUBJECT: Accessibility Standards for Customer Service	POLICY NO.: 1.5 PAGE 1 of 3
FILE UNDER SECTION: 1	EFFECTIVE DATE: August 2, 2011 REVISION DATE: APPROVAL DATE: October 2011

**COMMUNITY LIVING BRANT**

**ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

**Purpose:**

The following policy and procedures have been established by Community Living Brant to govern the provision of its services in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and Regulation 429/07, "Accessibility Standards for Customer Service." This policy applies to all Community Living Brant employees, volunteers, students, and board members. This policy applies to all Community Living Brant locations that are accessed by the public. This policy does not apply to the homes or apartments where people live as these are not areas the public will be accessing for service.

**Policy:**

Community Living Brant endeavours to ensure that its policies, practices, and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service—dignity, independence, integration, and equal opportunity. All services will be provided in a manner that is respectful of all people.

**Procedure:**

**Use of Assistive Devices**

Community Living Brant recognizes that some people use assistive devices (such as wheelchairs, mobility aids, hearing aids, etc) to access services. Community Living Brant will support people in the use of their assistive devices to obtain or receive services.

**Communication**

Community Living Brant will communicate in a manner that takes into account the person's disability.

- Communication will be respectful and individualized i.e.in person, by phone, written, or online.
- Requested documents will be in a format that takes into account the person's disability and supports will be provided to ensure the person is able to understand and use the documents.
- Community Living Brant shall ensure that any areas of premises that are not open to the public are marked "Employees Only".

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**Service Animals**

Community Living Brant recognizes that some people may require the use of guide dogs or other service animals to access services. People who are accompanied by a guide dog or other service animal will be permitted to enter Community Living Brant's premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises. If the animal is legally excluded from the premises, Community Living Brant will provide alternative measures to enable the person to obtain or receive services.

**Support Persons**

Community Living Brant recognizes that some people rely on support persons for assistance while accessing services and that these support people may accompany them on Community Living Brant premises. As well, people will have access to their support person while on the premises. If Community Living Brant charges an admission fee in connection with a support person's presence at an event or function, advance notice will be given regarding the amount, if any, that is to be paid by the support person.

**Disruptions to Service**

In the event of a planned or unexpected disruption to Community Living Brant's facilities or services (e.g., temporary closure of a ramp), Community Living Brant will provide notice of the disruption to the public including; the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available. Notice of such disruption will normally be posted on Community Living Brant's website and may also be posted on the physical premises by the Supervisor/designate.

- Employees shall inform their Supervisor/designate of any physical barriers, architectural barriers, information/communication barriers, technological barriers or a policy or practice that poses a barrier for people with disabilities
- Community Living Brant shall consider the impact on people with disabilities when planning new initiatives, when purchasing new equipment or technology, or undergoing facility repairs or renovations.

**Training**

Community Living Brant will provide training to its employees, volunteers, and students about the provision of services for people who have a disability. The training will include a review of this policy, the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, as well as the requirements of the Accessibility Standards for Customer Service.

The training will also include:

- How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, service animals or support persons
- How to use any equipment or devices available at Community Living Brant that may help with the provision of services to people who have a disability; and,
- What to do if a person who has a disability is having difficulty accessing Community Living Brant's services.

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Training will be done on an ongoing basis when changes are made to these policies, practices and procedures. New employees will be trained upon commencement of employment. Human Resources will keep a record of all training.

**Feedback/Comments/Complaints**

Comments or complaints regarding Community Living Brant's Accessibility Standards for Customer Service can be made to any Director/designate. Complaints and feedback will be addressed by Community Living Brant in accordance with the Complaints' Procedure.

**Copies of this Policy**

Community Living Brant shall make available copies of this policy, as well as the Complaints' Procedure, on the Agency website or by requesting a copy from the Agency. Community Living Brant recognizes that people who have a disability use methods other than standard print to access information. Community Living Brant shall make every effort to provide this policy, or the information contained in the policy, in a format that takes into account the person's disability.