

Waterloo Co-operative Residence Incorporated

AODA Customer Service Policy

As approved by the General Manager,
and incorporating all changes through:

20 December 2011

*(Note that, in this policy, the masculine shall include the
feminine and the singular shall include the plural)*

Revision History

Date	Revisionist	Summary of Changes
20 December 2011	Cary Hubbard	Creation of policy, in response to AODA requirements.

External Cross-references

Section(s)	Policy/Section Referenced	Referencing Policy	Section(s)

INTRODUCTION

WCRI is committed to providing quality services that are accessible to all, and to communicating with all persons with disabilities that takes into account their disabilities. In so doing, the Co-op strives to provide services in a way that respects the principles of:

- Independence – allowing people with disabilities to do things on their own without unnecessary help or interference from others;
- Dignity – providing services in a way that allows people with disabilities to maintain self-respect and the respect of others;
- Integration – allowing people with disabilities to benefit from the same services, in the same place, and in the same or similar ways as others; and
- Equality of opportunity – offering people with disabilities an equal opportunity to benefit from the Co-op’s services and co-op life.

In January 2012, the Customer Services Standards in the Accessibility for Ontarians with Disabilities Act (the Act) are effective in Ontario. This document, adapted from the CHF Canada sample Customer Service Policy (2011), and the related Appendices, adapted from the Performance Solutions Network Corporation (2010-2011), establishes the policies and procedures required to meet and/or exceed the requirements of this and other applicable legislation as they relate to the Accessibility Standards for Customer Service.

DEFINITIONS & INTERPRETATIONS

- “Assistive device” is defined as a tool, technology, or other mechanism that helps a person with disability do everyday tasks such as moving, communicating, or lifting. Assistive devices may include, but are not limited to wheelchairs, lifts, reading machines, recording machines, amplifiers, TTY services, oxygen tanks, communication boards, and/or white canes.
- “Disability” is defined in the Act and the Ontario Human Rights Code as:
 - (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; and/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*.
- “Service animal” is an animal for a person with a disability:
 - o if it is a guide dog as defined in the Blind Persons’ Rights Act, R.S.O. 1990, c. B.7;
 - o if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - o if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

- “Support person” is defined as a person who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or access to goods and services.

POLICY

Assistive Devices

1. (1) WCRI is committed to serving people with disabilities who use assistive devices to access the Co-op’s services.

(2) A person with a disability may use his or her own assistive device to access the Co-op’s services, unless this device poses a risk to the health and safety of the person with a disability or to others.

(3) If a person with a disability cannot use his or her own assistive device because of health and/or safety risks, WCRI will take reasonable measures to assist this person to access the Co-op’s services.

(4) WCRI will ensure that its staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing the Co-op’s services.

(5) WCRI will ensure that staff knows how to use assistive devices available on its premises for use by members and/or the public.

Service Animals

2. (1) WCRI acknowledges the vital relationship between a person with a disability and his or her service animal. Service animals are allowed to accompany people with disabilities on all parts of the Co-op’s premises that are open to the public and other third parties, except where food is prepared and in utility rooms.

(2) WCRI will ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by service animals.

(3) The person accompanied by the service animal will keep the animal with him or her at all times, and will be responsible for the service animal’s care, supervision, and control while on the Co-op’s premises.

(4) Where another person’s health and safety could be adversely affected by the presence of a service animal, WCRI will fully analyze all options for safely allowing the service animal onto the premises. In so doing, WCRI will consult with the person with the disability and with the adversely affected person to find a solution that meets the needs of both individuals.

(5) If the service animal is excluded by law or cannot otherwise enter the Co-op’s premises because of the health and safety risks to another person, WCRI will ensure that other measures are available to enable the person with a disability to access the Co-op’s services.

Support Persons

3. (1) WCRI welcomes people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Co-op’s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the Co-op’s premises.

(2) If WCRI needs to discuss confidential information with a person accompanied by a support person, the person with the disability will be asked if he or she wishes the support person to be present and, if so, to sign a consent form authorizing the Co-op to disclose confidential information in the presence of the support person (see Appendix A). In addition, the support person will be asked to sign a confidentiality agreement (see Appendix B) to keep the confidential information disclosed by the Co-op in strict confidence.

(3) If WCRI charges an admission fee for an event or service, it shall post a notice in advance stating the amount, if any, payable by support persons accompanying a person with a disability.

(4) WCRI may require a person with a disability to be accompanied by a support person when on the Co-op's premises. This would occur only if, upon consultation with the person with the disability, it was the only way to allow the person on the premises and, at the same time, fulfill the Co-op's obligations to protect the health and safety of the person with a disability and of others on the premises.

Communications and Information

4. (1) WCRI will communicate with people with disabilities in ways that takes into account their disability.
- (2) WCRI will train staff who communicate with members, applicants, and/or the public on how to interact and communicate with people with various types of disabilities.
- (3) WCRI will use plain language in its written materials.
- (4) WCRI will provide information in alternate forms upon request. This may include but is not limited to telephoning members to convey information normally provided in written notices, providing a large print version of documents, and one-on-one meetings with members to review important documents.
- (5) Upon request, WCRI will work with members with disabilities to ensure their full participation at board, members', and other meetings at the Co-op.

Notice of Service Disruptions

5. (1) WCRI will notify the public of a disruption in facilities or services usually used by people with disabilities to access the Co-op's premises or services. The notice will include the reason for the disruption, its duration, and the alternative services available, if any.
- (2) The type of notice will depend on the circumstances. The notice may be given by posting a written notice in common areas, by email, by posting a notice on the Co-op's website, or by a telephone call to members expected to be particularly affected by the disruption.
- (3) WCRI will give advance notice of scheduled disruptions. If the disruption is unexpected, notice will be provided as soon as possible.

Feedback

6. (1) WCRI is committed to maintaining and improving access to its services by people with disabilities, including members, applicants, and the public. Comments regarding the manner in which WCRI provides services to persons with disabilities are welcome and appreciated.
- (2) Feedback regarding the way WCRI provides services to people with disabilities can be made in person, by telephone, in writing, by email, online, or any other method.
- (3) The feedback process (see feedback form, Appendix D) will be posted in the WCRI Office and on the WCRI website(s).
- (4) If the person requests a response to the feedback, the General Manager or delegate will contact him or her within three (3) business days of receipt to discuss the next steps.
- (5) Feedback will be used to improve the way WCRI provides services to people with disabilities. WCRI will seek the consent of the person giving the feedback before bringing a suggestion or complaint to the board.

Training

7. (1) Everyone who interacts with members, the public, or other third parties on behalf of WCRI, whether they are paid or unpaid, will receive training on customer service requirements.

(2) Everyone involved in the development of WCRI's customer service policies, practices, and procedures will receive training on customer service requirements.

(3) All third-party contractors who deal with members of the public on WCRI's behalf shall, upon request of the General Manager or delegate, demonstrate that their employees, agents, and/or subcontractors have received training on customer service requirements.

(4) All customer service requirements training for employees, members, and contractors will meet the requirements of the AODA and will include the following:

- (a) The purpose of the AODA and the requirements of the customer service standard;
- (b) How to interact and communicate with people with various types of disabilities;
- (c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- (d) How to use the assistive devices available on the WCRI premises or otherwise that may help with the provision of services to people with disabilities;
- (e) What to do in a person with a disability is having difficulty accessing WCRI's services; and
- (f) WCRI's policies, practices, and procedures relating to the customer service standard.

(5) Training may be provided through workshops, on-line training, written guides, or any other method determined by the General Manager or delegate.

(6) WCRI will ensure that new employees receive training within one (1) month of the commencement of their employment and that board or other member groups receive training within three (3) months of the commencement of their appointment. WCRI will also provide training on changes to the AODA and/or the Co-op's policies and procedures.

(7) WCRI will maintain records of each training recipient, the training provided, and the date the training was completed (see Appendix C).

Appendix A: Consent for Presence of Support Person

WCRI Consent for Presence of Support Person

I, _____ consent to _____
Name of member/applicant with a disability *Name of support person*

being present during my meeting with staff/representatives of Waterloo Co-operative Residence Inc. (WCRI) on

_____ and to the sharing of confidential and/or personal information in the presence of
Date

Name of support person

SIGNED this _____ day of _____, 20_____.

Waterloo Co-operative Residence Inc.

Member/Applicant

Appendix B: Declaration of Confidentiality

WCRI Declaration of Confidentiality – Support Person

I, _____ have been asked to accompany
Name of support person

_____ as a support person. I understand and agree at all times to
Name of member/applicant with disability

treat information discussed by staff/representatives of Waterloo Co-operative Residence Inc. (WCRI) and

_____ for whom I am a support person as confidential and agree
Name of member/applicant with disability

to safeguard the confidentiality of all information shared.

SIGNED this _____ day of _____, 20_____.

Waterloo Co-operative Residence Inc.

Support Person

Appendix C: Training Records

WCRI Confirmation of Training

I have received training about the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, the *Accessibility for Customer Service, Ontario Regulation 429/07*, on how to communicate and interact with people with disabilities and best practices for providing accessible customer service to people with disabilities. This training was provided in the following format:

- Resource Book
- Training Workshop
- Video
- Other (Specify): _____

Name

Position

Date

Signature

WCRI Accessible Customer Services Training Record

Date of training: _____

Location: _____

Training content: _____

Name	Signature

Appendix D: Customer Service Feedback Form

WCRI Customer Service Feedback Form

Providing quality service that is accessible to our members, visitors, applicants, or others who use our services is important to us. Your comments, complaints, and compliments will help us monitor and improve our services and your service experiences. Your feedback will help us identify where changes should be considered, ways in which we can improve how we deliver services to residents and other people with disabilities, and what we are doing a good job at.

Feedback may be provided by:

Mail or deliver to: WCRI Office, 268 Phillip Street, Waterloo, ON N2L 6G9

Email to: info@wcri.coop

Telephone: 519-884-3670

Fax to: 519-888-6398

The date of the service experience you would like to provide feedback on: _____.

What service did we provide? _____

	No	A bit	Somewhat	Almost	Yes
Did we meet your service needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive the service, information or help you needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you treated in a courteous and considerate manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was service provided in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you have any problems accessing the service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you satisfied with your overall service experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give the details of your service experience:

Do you have any suggestions that will help us enhance the way we provide services to people with disabilities?

Contact Details (optional):

If you want to receive a reply, please let us know how you would prefer us to contact you:

- Email: _____
 - Phone: _____
 - TTY: _____
 - Mail: _____
-

This document is available in alternate formats upon request.

Feedback is collected in accordance with Section 7 of Ontario Regulation 429/07, Accessibility Standards for Customer Service made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Any personal information provided with this feedback will be used by Waterloo Co-operative Residence Inc. (WCRI) to contact you if a response is requested.