

## Human Resources

SECTION	SUBJECT	POLICY #		
		YY	MM	DD
		HR 01-01-92		
THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA), 2005	CUSTOMER SERVICE STANDARD (Ontario Regulation 429/07)	2012	01	01

### BACKGORUND

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario and its stated purpose is to achieve accessibility for all Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises on or before January 1, 2012.

### PURPOSE

The purpose of the accessibility standards is to move organizations in Ontario forward on accessibility. The standards will set requirements in a number of key areas and will be reviewed at least every five years. New requirements may be added. Ontario will move step by step towards accessibility that is widespread and commonplace, accessibility that people with disabilities can count on, on a daily basis. In this way Ontario will fully benefit from the contributions, involvement and spending power of people with disabilities.

Further, increasing accessibility will help prepare Ontario for the future. As the population ages, the number of people with disabilities will increase. Visitors and tourists, along with their friends and family will need to travel, shop, use programs, services, and information and to access buildings, parks, and other places in a way that is accessible to them.

### POLICY

It is Long Term Care Home's policy that people with disabilities be given an opportunity equal to that given to others to obtain, use and benefit from the provision of goods and

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services by the Home, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (2007).

This policy applies to all the organization’s staff who deal with the public or other third parties, as well as persons involved in developing the organization’s policies, procedures and practices pertaining to the provision of goods and services to the public or other third parties, whether they do so as employees, volunteers, agents or otherwise.

### **GUIDELINES**

#### Disabilities Defined

Disability is defined as provided for the Ontario Human Rights Code.

1. 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, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, physical reliance on a guide dog or other animal or on wheelchair or other remedial appliance or device.
2. A condition of mental impairment or a development disability
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
4. A mental disorder

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5. An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997; (“handicap”).

(See Appendix 32: Guide for interacting with people with various disabilities)

### Communication

The organization supports an accessible Ontarian where the independence and integration of those with disabilities is promoted. When communication with a person with a disability, individuals working on behalf of the organization shall do so in a manner that takes into account the person’s disability and will make reasonable efforts to have the person with a disability understand both the content and intent of its communications.

### Documentation Available

The organization will provide copies of any documents required to be provided under the AODA, 2005 Customer Service Standard (Ontario Regulation (429/07) to any persons to whom they are required to be provided. The organization will provide the document, or the information contained in the document, in a mutually agreeable format that takes into account a person’s disability.

Notice of the availability of such documentation will be posted in a conspicuous place in the workplace.

Staff members receiving a request for copies of pertinent documents under this policy shall approach a senior manager for the location with the request, or, if the request is made after the hours, the on-site, in charge employee, will provide a copy of the policy to the requesting individual.

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### Use of Assistive Devices

An assistive device is any apparatus that helps a person with disability to do certain task. Some common examples of assistive devices that the organization’s staff may encounter at work include:

- Hearing aid
- Cane
- Reaching devices
- Hoist
- Walker
- Wheelchair.

The organization recognizes that the staff may encounter many other types of assistive devices.

The organization is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The organization will ensure that staffs are trained on or about the assistive devices made available by the organization and realize that persons with disabilities may use their own assistive devices to access the organization’s goods and services.

### Use of Service Animals

A service animal means a “guide dog” as defined by the Blind Persons Rights Act, or any other animal if:

- It is readily apparent that the animal is used by a person for reasons relating to a disability; or

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- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability.

The organization is committed to welcoming people with disabilities and their service animals on the parts of our premises that are open to the public and other third parties and will permit the person to keep the service animal with them. The organization will also ensure that all persons to whom this policy applies have been trained on how to interact with people with disabilities who are accompanied by a service animal.

If the service animal is excluded by law from the organization's premises, the organization shall ensure that measures are available to permit persons with disabilities to access the organization goods and services through other means.

Service Animal	Key Tasks	Users
Autism assistance or service dog	<ul style="list-style-type: none"> <li>• Keeps a child from running into danger and provides assistance when sensory stimulus is heightened. Dog is attached to the child's waist by a belt and a leash held by an adult</li> </ul>	People with autism or other developmental/intellectual disabilities
Guide dog, dog guide or seeing eye dog	<ul style="list-style-type: none"> <li>• Follows directions of owner, alerts owner to changes in elevation (e.g., curbs, stairs) and obstacles</li> </ul>	People with vision loss
Hearing ear, hearing, sound alert or hearing alert dog, cat or animal	<ul style="list-style-type: none"> <li>• Alerts owner to sounds often by a nudge or pawing and leads him/her to the source of the sound.</li> <li>• May use a special signal to alert owner to fire alarm</li> </ul>	People who are Deaf, oral deaf, deafened or hard of hearing

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Psychiatric service dog	<ul style="list-style-type: none"> <li>Retrieves and prompts the person to take medicine, retrieves or activates medical alert, leads person out of crowds, etc.</li> </ul>	People with mental health disabilities
Service or mobility dog or animal, special skills dog or animal  (Small ponies or miniature horses are used but are not as common).	<ul style="list-style-type: none"> <li>May pull wheelchairs, carry objects, pull items, turn handles or push buttons such as door openers. Larger dogs may provide balance support.</li> </ul>	People with physical disabilities
Seizure, seizure alert, seizure assist or seizure response dog or animal	<ul style="list-style-type: none"> <li>Steers owner from danger during a seizure, activates medical alert</li> <li>Can alert owner to an oncoming seizure</li> </ul>	People who have epilepsy or other seizure disorders

### Use of Support Persons

A support person means, in relation to a person with disability, another person who accompanies the person with a disability in order to assist with communication, mobility, personal care or medical needs or with access to goods or services and need not be a person who is paid for such support services in order to be considered a “support person”.

The organization is committed to welcoming 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 organization’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/her support person while on the organization’s premises.

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In the event that a fee is charged in relation to a support person's presence on the organization premises, advanced notice of the fee will be provided. On occasion persons with disabilities require assistance of a support person to protect their health and safety or the health and safety of others. If necessary, the organization may require a person with disability to be accompanied by a support person while on the organization premises for the purpose of protecting the health and safety of the person with the disability or others on the premises.

Person with a Disability	Support Person's Functions
Person who is deaf blind	To guide, to provide transportation and adaptive communication such as tactile or adapted American Sign language, large print notes, print on palm or two-handed manual signing
Person who is Deaf, deafened, oral deaf	To provide sign language or oral interpretation services – to translate conversation, not to participate in it
Person with a learning disability	To help with complex communication or note-taking
Person with an intellectual/ developmental disability	To help with travel, daily activities, prompting medication, complex tasks, or to keep them from dangerous situations
Person with a mental health disability	To help with communication tasks such as completing complex forms.  To help in environments such as crowded, noisy settings or high-stress situations such as interviews
Person with a physical disability	To provide services related to travelling, personal care such as toileting or eating, monitoring medical conditions
Person with a seizure disorder	To assist in the event of a seizure, e.g. to protect the individual from falls

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Person with a speech impairment who uses an augmentative or alternative communication system (symbol board, electronic communication system)	To relay or interpret a person's communications
Person with vision loss	To read or to guide

### **Notice of Temporary Disruptions in Services and Facilities**

The policies apply to both planned and un-planned disruptions.

In order to obtain, use or benefit from organization's goods and services, persons with disabilities usually use particular facilities or services of the organization. If there is a temporary disruption in those facilities or services in whole or part, the organization shall give notice of the disruption to the public.

The notice of the disruption must include information about:

- The reason for the disruption
- Its anticipated duration
- A description of alternative facilities or services if any, that are available.

Notice may be given by posting the information at a conspicuous place on premises owned or operated by the organization, or by such other method as is reasonable in the circumstances.

Consideration should be given to the best format to provide the notice in, considering the special needs of persons with disabilities.

The senior manager with accountability for the service experiencing the disruption (or their delegate) will determine the pertinent facts surrounding the disruption (i.e. the



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reason, expected duration, and any alternative services or facilities available) and ensure that the notice is provided in an appropriate location, format and in a timely manner, also consulting with any other pertinent organizational staff in the process.

### Training

The organization will comply with the training requirements set out by legislation with respect to harassment and discrimination issues as require.

The organization will ensure appropriate levels of training under the AODA to all employees, volunteers, students, agents and others who deal with the public on behalf of the organization, as well as those who are involved in the development and approvals of policies, practices and procedures dealing with the provision of goods and services to the public or other third parties.

Training will include the following topics:

1. The purpose of the AODA, 2005
2. The requirements of the Accessibility Standards for Customer Service how to interact and communicate with people with various types of disabilities.
3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal support person.
4. How to use the assistive devices available at organization location (s) and otherwise made available by the organization for persons with disabilities.
5. What to do if a person with disability is having difficulty in accessing the organization's policies, practices and procedures relating to the provision of goods and services to the public and other third parties.

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This training will be provided as soon as practicable after employees are assigned applicable duties.

Staff will also be trained on an ongoing basis when changes are made to policies, practices and procedures dealing with the provision for goods and services to the public and other third parties.

Records of training will be kept that include the dates on which the training occurred and the number of persons trained. The organization will use the forms it has developed to record training for in-services and other related training for this purpose.

### **Customer feedback Process**

The ultimate goal of the organization is to meet customer expectations when serving customers with disabilities. Comments on the organization services regarding how well those expectations are being met are welcomed.

Feedback regarding the way the organization provides goods and services to people with disabilities can be made in person, by phone, in writing, or by electronic e-mail text, or other reasonable methods.

Feedback/Complaints regarding the organization's policies, practices and procedures or services with respect to AODA, 2005, Customer Service Standard (Ontario Regulation 429/07) will be addressed according to complaints categories already established in the organization Complaint policies and procedures, or in accordance with the policies outlined herein.

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### **“Feedback” Defined**

The organization defines “feedback” as a positive, neutral or negative comment concerning the organization’s policies, practices and procedures or services for which comment the person providing the feedback does not require a formal response, other than acknowledgement that the comment was received.

### **“Complaint” Defined**

The organization defines a “complaint” as a negative comment concerning the organization’s policies, practices and procedures or services for which comment the person providing the feedback requires a formal response in addition to acknowledgement that the comment was received.

### **Feedback/Complaint from Residents and family Members**

#### **Responding to Feedback from Residents and Family Members**

Feedback regarding the way the organization provides goods and services to people with disabilities can be made in person, by phone, in writing, or by electronic e-mail text, or other reasonable methods.

A request to provide feedback under this policy is to be directed to senior manager responsible for that location, or in the person’s absence, their delegate. Requests received with respect to the Corporate Office location shall be addressed to the President and CEO.

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In case the individual who has provided the feedback has requested a response or the organization believes a response is required, the senior manager responsible for that location or their delegate contact Human Resources to consult on the request and response prior to create it and realise it.

In such cases, feedback will be acknowledged with a response indicating the feedback was received. The nature of the response and how that acknowledgement will be conveyed will be at the discretion of the organization, who will consider the method in which the initial feedback was provided and the subject material of the feedback in making their decision.

### **Responding to Complaints from Residents and Family Members**

Complaints pertaining to this policy are to be addressed through the process described in policy: COMPLAINTS PROCEDURE RC 01-01-14, with the exception that the Administrator of the location, upon receiving the documentation/results of the investigation will contact Human Resources to discuss the formal response.

The following steps are to be followed:

1. The person receiving the written complaint must immediately forward the written complaint to the Department Manager.
2. The Department Manager will:
  - Inform the Administrator,
  - Contact the person who filed the complaint acknowledging receipt of the complaint and if necessary obtain additional information to assist with the investigation
  - Initiate an investigation into the complaint within 24 hours of receipt of the complaint
  - Document the results of your investigation on the Complaint Investigation Report

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- The Department Manager is responsible for the completion of the complaint investigation
  - Forward the Complaint Investigation Report to the Administrator for response to the complainant.
3. The Administrator upon receiving a written complaint will:
- Notify UniversalCare Human Resources
  - Assist the Department Manager with the investigation,
  - Review the results of the investigation requesting any clarification of the information provided,
  - Prepare a written response to the complaint within 10 business days (the Administrator may review the response and the letter with the UniversalCare Human Resources)
  - Send the response to the author of the complaint,
4. Quarterly the complaint tracking is reviewed for any trends in complaints with appropriate written action planning and evaluation of changes implemented as a result of the analysis and reported to the Continuous Quality Improvement Council and Risk Management Committee.

Each employee will complete the following to test their knowledge:

- OADA Customer Service Standard Quiz Appendix 33: Awareness Quiz
- Appendix 34: Talk about disabilities – Choose the right word
- Appendix 35: Test Your Knowledge: Customer Service Standard – Accessibility for Ontarians with disability act, 2005

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Revision Date	Related Policies and Procedures
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