

<b>Section:</b> Employee Management	<b>Policy Number:</b> B-4.3
<b>Sub-section:</b> Human Rights	<b>Effective Date:</b> December 1, 2011
<b>Subject:</b> <i>Accessibility Standards for Customer Service, Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i>	<b>Revision Date:</b> June 1, 2017

**Page:** 1 of 5

## ***Customer Service Standards Policy & Procedure***

### ***Purpose***

HRPA has established policies, practices and procedures regarding providing goods and services to people with disabilities. If, and when, these services change, HRPA will update its policies, practices and procedures, and provide training, as required.

The association uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity.

### ***Communications***

HRPA is committed to communicating with persons with disabilities in ways that take into consideration their disability. To ensure this, HRPA has taken the following steps:

- i) HRPA employees have been trained in how to interact and communicate with customers with disabilities guided by the principles of dignity, independence and equality.
- ii) Customers with disabilities are offered alternative communication formats that meet the needs of the customer as promptly as feasible.
- iii) Documents are provided to customers in an alternative format that meets the needs of the member/customer, upon request.

Invoices for membership fees are provided in alternative format upon request. We will answer any questions customers/members may have about the content of the invoice in person, by telephone or email.

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***Assistive Devices***

Customers/members with disabilities may choose to use their own personal assistive devices on HRPAs premises and use any other measures HRPAs offers (assistive devices, services, etc.) to help them access HRPAs goods and services.

Should a person with a disability be unable to access HRPAs services through the use of their own personal assistive devices, HRPAs will assess service delivery and potential service options to meet the needs of the individual.

HRPA staff, third party contractors and others who provide services to members/customers are familiar with the assistive devices and other accessibility supports at HRPAs that increase the accessibility of our services to people with disabilities.

***Service Animals***

Customers/members with disabilities may be accompanied by their service animal in those areas of HRPAs premises that are open to the public. If the service animal is excluded by another law, HRPAs will have an alternative method to provide services. Every attempt is made to ensure that any offsite event venues are compliant with HRPAs commitment regarding service animals.

The member/customer is responsible for the care, supervision and control of their service animal while on the premises.

***Support Persons***

Customers/members with disabilities may be accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter HRPAs premises or offsite event venues with his or her support person.

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<b>Page:</b> 3 of 5	

HRPA will provide notice ahead of time as to what admission, if any, will be charged for the support person of a customer/member with a disability.

A support person can be a personal support worker, a volunteer, a family member, or a friend. A support person might help the customer/member with a variety of things, from communicating to helping with mobility, personal care, or medical needs.

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 our premises or premises operated by HRPA for event purposes.

***Disruption Notices***

HRPA will provide notice when facilities or services on which customers/members with disabilities rely are temporarily disrupted.

The notice will be posted in a conspicuous place on HRPA’s premises and/or on our website. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

***Training***

HRPA has trained staff on how to interact and communicate with people with various types of disabilities, and how to accommodate their use of service animals, assistive devices or a support person.

Training for staff, volunteers and other third parties who interact with the public on HRPA’s behalf will include HRPA’s policies, practices, and procedures relating to the customer service standard.

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**Page:** 4 of 5

HRPA has a written training policy that includes a summary of the contents of the training and details of when the training is to be provided. HRPA will keep records of the dates that training is provided and how many people are trained.

HRPA training includes a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the Accessibility Standards for Customer Service, Ontario Regulation 429/07, the requirements of this policy, and instructions about the following matters:

- i) How to interact and communicate with people with various types of disability;
- ii) How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- iii) What to do if a person with a particular type of disability is having difficulty accessing HRPA goods, services or training;
- iv) HRPA policies, procedures and practices pertaining to the provision of goods, services and training to persons with disabilities.

### ***Feedback process***

HRPA has established a process for people to give feedback on how we provide goods or services to customers/members with disabilities. The feedback process permits people to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. HRPA includes a process on how our representatives will respond and take corrective action on complaints. Information regarding our feedback process is readily available to the public.

A Feedback form is available on our website and can be downloaded [here](#). This form can also be requested by contacting our office at (visit, write, call or e-mail – [hr@hrpa.ca](mailto:hr@hrpa.ca)

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<b>Page:</b> 5 of 5	

### ***Questions***

This policy exists to achieve service excellence to customers/members with disabilities. Questions about this policy can be directed to the Human Resources at HRPA at [hr@hrpa.ca](mailto:hr@hrpa.ca) or by calling 416-923-2324 ext. 362.

Although the following points are not specifically covered under the AODA legislation, HRPA strongly encourages all of our staff, volunteers, contractors and other third parties who represent our organization to adhere to the following practices:

- Always communicate in the most appropriate manner possible, considering the individual's disability. Sometimes the best approach is to ask the customer/member with a disability how you can best communicate with them.
- Don't touch assistive devices, such as canes or wheelchairs, without first obtaining permission from the individual. Never move them out of the person's reach.
- Ensure that you never leave a customer/member with a disability in an awkward, dangerous, or undignified position, such as in the path of opening doors, or facing a wall.
- In the case where a customer/member is with a disability is accompanied by their support animal, avoid making assumptions about the animal. Service animals are often easily identified through the use of coats and/or harnesses. If you're unsure if the animal is a pet or a service animal, ask the customer/member. Avoid petting or addressing service animals, as they are working and need to be attentive at all times.