

Customer Service Standard Policy

CANES Community Care ("CANES" or the "Organization") is committed to excellence in providing service to all customers, including people with disabilities. Our Accessible Customer Service Policy is designed to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005. It applies to the provision of goods and services to the public or other third parties.

Purpose

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy outlines the obligations of CANES and its employees with regard to the provision of goods and services to people with disabilities.

Our Commitment

CANES is committed to excellence in serving all customers in a manner that best suits their individual needs. We are and will remain an organization adherent to the principles of dignity, independence, integration and equal opportunity for all. As such, we are committed to giving people with disabilities equal access to the same products, information, services and level of care as other customers.

This policy documents our commitment and, in accordance with the AODA, addresses the following:

1. The Use of Assistive Devices
2. The Use Service Animals and Support Persons
3. Communication
4. Notice of Service Disruptions
5. Customer Feedback
6. Training
7. Review

1. Assistive Devices

CANES will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CANES. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

2. Service Animals and Support Persons

A customer with a disability who is accompanied by a guide dog, service animal or service dog will have access to all premises that are open to the public; the exception being a dog that is excluded by law. 'No pet' policies do not apply to service animals.

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, CANES will make all reasonable efforts to meet the needs of all individuals. The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

Customers with disabilities are allowed to use their support persons while accessing our organization's goods or services. Where customers are at an event paying an attendance or participation fee, charges to the support person will be strictly limited to the cost incurred to the Organization for the attendance of that additional person. Customers must be advised in advance of any fees payable for the attendance of their support person.

In situations where confidential information might be discussed, we will obtain verbal and/or written consent from the customer to discuss their personal information in front of the support person.

Employees will receive appropriate training on how to interact with people using support persons and service animals.

3. Communication

We will communicate with people with disabilities in ways that take into account their disability and maintain the principles of dignity, independence and integration. All of our staff who communicate regularly with our customers will be trained on how to interact and communicate with people with various types of disabilities.

4. Notice of Service Disruptions

Service disruptions, including cancelled programs, construction barriers, or inaccessible parking, must be made public as soon as possible. Customers and visitors with disabilities may require these services to access our services and facilities. All disruptions of service must be informed or posted in a place that is easily seen. Handling service disruptions in such a manner is important to maintain solid relationships and offer great service to all persons.

5. Feedback

Customers and visitors with disabilities may provide feedback on the service provided by our Organization. Any feedback can be submitted to the Human Resources department verbally by telephone, in person, handwritten or through email. Feedback will be reviewed and acknowledged in a timely manner.

6. Training

CANES will provide training to all of its employees who communicate with our customers regularly. This includes our drivers, receptionists, cash and carry staff and sales staff. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Spicer's plan, including our policy and procedures, related to the customer service standard
- Definitions of relevant terminology
- 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 Spicer's goods and services

Staff will also be trained when any changes are made to our plans for added accessibility.

7. Review

CANES will review this policy on a regular basis and ensure that it remains compliant with AODA standards.

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