



Diocese of Niagara  
Anglican Church  
of Canada

# Accessibility Standards for Customer Service

## Accessibility for Ontarians with Disabilities Act (AODA)

### COMPREHENSIVE POLICY

#### Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All services provided by the Incorporated Synod of the Diocese of Niagara (“the Diocese”) shall follow the principles of dignity, independence, integration and equal opportunity.

#### Scope

- a) This policy applies to the provision of services at Cathedral Place located at 252 James St. N., Hamilton, ON.
- b) This policy applies to Cathedral Place employees and volunteers who deal with the public or other third parties that act on behalf of the Diocese, including when the provision of services occurs off Cathedral Place premises such as in the delivery of services. This policy applies to services offered by Cathedral Place.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of services that take place at 252 James St. N., Hamilton, ON.
- d) This policy shall also apply to all persons who participate in the development of Cathedral Place policies, practices and procedures governing the provision of services to members of the public or third parties.

#### Definitions

**Assistive Device** – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**Customer** – for the purposes of this policy will mean any individual accessing Cathedral Place for information or services.

**Disability** – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;

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- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Guide Dog** – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

**Service Animal** – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Service Dog** – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

**Support Person** – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to services.

## General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

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#### **A. The Provision of Goods and Services to Persons with Disabilities**

The Diocese will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing services; and
- communicating in a manner that takes into account the customer's disability.

#### **B. Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing services provided by Cathedral Place.

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 services. For example, where elevators are not available and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

#### **C. Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

##### **Exclusion Guidelines:**

If a guide dog, service animal or service dog is excluded by law the Diocese will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

##### **Recognizing a Guide Dog, Service Dog and/or Service Animal:**

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, the Diocese may request verification from the customer. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

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#### **Care and Control of the Animal:**

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

#### **Allergies:**

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, the Diocese will make all reasonable efforts to meet the needs of all individuals.

#### **D. Support Persons**

If a customer with a disability is accompanied by a support person, the Diocese will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations the Diocese will make every reasonable attempt to resolve the issue.

Consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

#### **Admission Fees:**

If payment is required by a support person for admission to any event hosted by the Diocese, the Diocese will ensure that notice is given in advance by posting notice of admission fees for support persons where the Diocesan fees are posted.

#### **E. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Diocese. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Diocesan services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

#### **Notifications will Include:**

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

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When disruptions occur the Diocese will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Diocesan website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

#### **F. Feedback Process**

The Diocese shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the Diocesan website or by contacting the Cathedral Place Receptionist. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

#### **Submitting Feedback:**

Customers can submit feedback to:

- The Reverend Canon Terry DeForest, Director of Human Resources
- 905-527-1316 ext. 340
- 252 James St. N., Hamilton, ON L8R 2L3
- [terry.deforest@niagaraanglican.ca](mailto:terry.deforest@niagaraanglican.ca)
- [www.niagaraanglican.ca](http://www.niagaraanglican.ca)

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to The Reverend Canon Terry DeForest.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

#### **G. Training**

Training will be provided to:

- a) all employees and volunteers who deal with the public or other third parties at Cathedral Place; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures at Cathedral Place.

#### **Training Provisions:**

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.

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- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- The Diocesan policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

#### **Training Schedule:**

The Diocese provided training to staff on September 20, 2016. Training will be provided to new employees and volunteers who deal with the public or act on our behalf during orientation. Additional training will be provided in the event of changes to legislation, procedures and/or practices.

#### **Record of Training:**

The Diocese is keeping a record of training including the dates training was provided and the number of employees who attended the training.

#### **H. Notice of Availability and Format of Documents**

The Diocese shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by the Diocese, the Diocesan website and/or any other reasonable method.

#### **Administration**

If you have any questions or concerns about this policy or its related procedures please contact:

- The Reverend Canon Terry DeForest, Director of Human Resources
- 905-527-1316 ext. 340
- 252 James St. N., Hamilton, ON L8R 2L3
- [terry.deforest@niagaraanglican.ca](mailto:terry.deforest@niagaraanglican.ca)
- [www.niagaraanglican.ca](http://www.niagaraanglican.ca)

This policy and its related procedures will be reviewed as required in the event of legislative changes.

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### Acknowledgement & Agreement

I, \_\_\_\_\_ acknowledge that I have read and understand the Accessibility Standards for Customer Service Policy of the Diocese. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_



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## Appendix A - Notice of Service Disruption

Dear \_\_\_\_\_,

The (insert services that are unavailable) will be out of service for (insert reason for disruption) from (insert appropriate date) until (if known, insert appropriate date).

*The following alternative services and options are available:*

- (list options)
- 

We regret any inconvenience this may cause. If you have questions or concerns, please contact (Name, Title, E-mail, telephone).

Thank you for your understanding and patience.

[Name]

[Title]



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## Appendix B - Customer Service Feedback Form

Thank you for visiting the Anglican Diocese of Niagara. We value your opinion and will strive to meet everyone's needs.

Please tell us the date of your visit: \_\_\_\_\_

### 1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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### 2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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### 3. Did you experience any problems accessing our services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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Contact Information (optional)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Thank-you,  
[Name]  
[Title]



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## Appendix C - Record of Training

Course Title: **Accessibility Standards for Customer Service**

Date of Training	Participant Name	Participant Signature
September 20 2016		



## Appendix D - Compliance Checklist

Requirement	Person Responsible	Date Completed
Develop a policy that complies with the <i>Accessibility Standards for Customer Service</i> : <ul style="list-style-type: none"> <li>• Provision of services to persons with disabilities</li> <li>• The use of assistive devices</li> <li>• The use of guide dogs, service animals and service dogs</li> <li>• The use of support persons</li> <li>• Notice of service disruptions</li> <li>• Customer feedback</li> <li>• Training</li> <li>• Notice of availability and format of documents.</li> </ul>	Rev. Canon Terry DeForest	November 2015
Develop practices and procedures that follow policy guidelines (see above) and that are consistent with the core principles of independence, dignity, integration and equal opportunity.		
Develop communication plans and strategies that consider customers and take into account individual disabilities.		
Allow customers to use their own personal assistive devices when accessing your services.	Rev. Canon Terry DeForest	November 2015
Develop other measures to enable customers to access your services in the event that the assistive device presents a safety concern or where accessibility might be an issue.		
Allow customers with disabilities to be accompanied by a guide dog, service dog and/or service animal unless prohibited by law.	Rev. Canon Terry DeForest	November 2015
If an animal is prohibited by law, consider reasonable measures that could be taken to ensure the customer has access to your services.	Rev. Canon Terry DeForest	N/A
Allow customers who are accompanied by a support person to bring that person with them while accessing services.	Rev. Canon Terry DeForest	November 2015
If admission fees are charged, provide notice ahead of time on what a support person will be charged.	Rev. Canon Terry DeForest	N/A
Provide notice of service disruptions that include the reason, anticipated duration and alternative options to access services.	Rev. Canon Terry DeForest	As needed
Develop a process for accepting feedback, including how it will be recorded, responded to and handled.	Rev. Canon Terry DeForest	September 2016



## Appendix D - Compliance Checklist

Requirement	Person Responsible	Date Completed
Make information about your feedback process readily available to customers.	Rev. Canon Terry DeForest	Oct 2016
Train employees, volunteers, agents, contractors and others who deal with the public or act on your behalf on the provisions required by the <i>Accessibility Standards for Customer Service</i> : <ul style="list-style-type: none"> <li>• Accessibility for Ontarians with Disabilities Act, 2005</li> <li>• Accessibility Standards for Customer Service, Ontario Regulation 429/07</li> <li>• Instructions on how to interact and communicate with customers with various types of disabilities</li> <li>• Instructions on how to interact with people with disabilities who: use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person</li> <li>• Instructions on how to use equipment or devices that are available at your premises or that may help customers with disabilities</li> <li>• Instructions on what to do if a customer with a disability is having difficulty accessing your services</li> <li>• Developed policies, procedures and practices surrounding the legislation.</li> </ul>	Rev. Canon Terry DeForest	September 2016
Train those who are involved in the development and approval of customer service policies, practices and procedures on the required provisions (see above).	Rev. Canon Terry DeForest	September 2016
Document in writing all of your policies, practices and procedures for providing compliant customer service.	Rev. Canon Terry DeForest	November 2015
Notify customers that the documents are available upon request.	Rev. Canon Terry DeForest	October 2016
When requested, provide documents in a format that takes into consideration the customer's disability.	Rev. Canon Terry DeForest	October 2016
Keep a record of training that includes the dates training was provided and the number of employees who attended.	Rev. Canon Terry DeForest	September 2016
Complete the online report by Jan 1, 2016. This report has to be done through the website and will require you to register your business. Click on the following link to open the website: <a href="http://www.ontario.ca/en/login/ONT03_026063">http://www.ontario.ca/en/login/ONT03_026063</a>		