

Doc No: <b>G 2.17.ON</b>	Doc Type: <b>Statement of Policy and Procedure</b>	Rev Date: <b>2019-10-28</b>
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## 1.0 PURPOSE

This policy is intended to comply with legislation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standards for Customer Service, Ontario Regulation 429/07, and Integrated Accessibility Standards (IASR), Ontario Regulation 191/11.

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## 2.0 APPLICATION

This policy applies to all Canada Care Medical Inc. Ontario policy makers, as well as employees, volunteers, and contractors who interact with the public on behalf of Canada Care Medical

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## 3.0 POLICY

Canada Care Medical Inc. is committed to excellence in serving all customers, including people with disabilities. Our accessible customer service policy is founded on the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

- We welcome people with disabilities to use their personal assistive devices when accessing our goods, services or facilities.
- We communicate with people with disabilities in ways that take into account their disability.
- We welcome people with disabilities to be accompanied by their service animals on the parts of our premises that are open to the public.
- We welcome people with disabilities to be accompanied by their support person.
- We provide notice when there is a disruption of facilities or services that people with disabilities rely on to access our products or services.
- We provide training on accessible customer service to our policy makers, staff, volunteers, and contractors who interact with the public on behalf of Canada Care Medical.
- We welcome and facilitate feedback on how we provide accessible customer service.
- We notify the public that our documents related to accessible customer service are available, and can be accessed in a variety of formats.
- We have regard for persons with disabilities when designing or procuring self-service kiosks.

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## 4.0 PROCEDURE AND RESPONSIBILITIES

### 4.1 Responsibilities

- All staff are responsible for:
    - Completing accessible customer service training
    - Complying with Canada Care Medical's policy on accessible customer service.
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- In addition, managers are responsible for:
  - Ensuring staff receive effective training.
  - Overseeing staff compliance with our policy on accessible customer service.
  - Responding to customer feedback about our accessible customer service.
  - Responding to requests for information in accessible formats.
- Canada Care Medical is responsible for:
  - Maintaining an up-to-date policy on accessible customer service.
  - Providing resources and support for staff to fulfill their obligations under the policy.

#### **4.2 Use of Personal Assistive Devices**

- People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.
- If an assistive device presents a health or safety concern, other measures will be used to ensure the person with a disability can access our goods, services or facilities:
  - Discuss with the customer another way of providing goods or services, such as in another part of the premises where their assistive device may be used.
  - Discuss with the customer whether we may lend them another suitable assistive device available at our premises.
- We will ensure our staff are trained and familiar with assistive devices we have on site or which we provide to customers with disabilities while accessing our goods, services or facilities.

#### **4.3 Communication**

- We will communicate with people with disabilities in ways that take into account their disability, and will work with the person to determine what method of communication works for them. This may include the following:
  - Moving to a quiet area to reduce distractions when communicating.
  - Providing verbal information or product demonstrations in place of written info.
  - Providing documents in a larger type size, high-contrast or simplified format.
  - Converting electronic documents to accessible structured format to facilitate use of e-readers.

#### **4.4 Service Animals**

- Service animals are allowed on the parts of our premises that are open to the public.
- We recognize that service animals are working and will not pet, feed or distract the animal.
- When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

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- We welcome well-behaved pets and comfort animals in our retail stores, on leash at the discretion of the store manager. Noisy, aggressive, or disruptive animals will be considered a risk to staff and members of the public and will not be permitted in our facilities.

#### **4.5 Support Persons**

- We welcome people with disabilities to be accompanied by their support person any area of Canada Care Medical facilities that are open to the public.
- No admission fees shall be charged by Canada Care Medical to a support person accompanying a person with a disability.
- Should Canada Care Medical host an event for a third-party who charges fees, we will post a notice if fees are applicable to a support person accompanying a person with a disability.

#### **4.6 Notice of Service Disruption**

- Canada Care Medical will provide notice when there is a disruption of facilities or services that people with disabilities rely on to access our products or services. For example:
  - Temporary closure of store facility or change of hours
  - Disruption of phone, internet, web site, payment, or billing services
  - Power or mechanical failure affecting accessibility equipment
  - Reduced or disrupted staffing or contractor service levels
  - Supply chain interruption resulting in product shortage
- Notice shall describe:
  - The disrupted facility or service.
  - The reason for the disruption.
  - The date it is expected to be available.
  - Directions to alternate facilities or services if available.
- Notice shall be provided by various means such as:
  - By staff providing verbal notification, directions or handouts.
  - On web sites and social media sites.
  - Appended to emails.
  - Appended to telephone message prompts.
  - Signs posted at public entrances or the location of the disrupted service, with a preferred size of 8.5 x 11 inches featuring large black print, icons or pictograms on white background.
  - Signs shall be posted in such a way that they may be easily seen and read by persons with disabilities.

#### **4.7 Training**

- Canada Care Medical will provide accessible customer service training to:
  - All employees and volunteers.
  - Anyone involved in developing our policies.

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- Anyone who provides goods, services or facilities to customers on our behalf.
- Staff will be trained on accessible customer service as part of their employment orientation, and records will be kept of training.
- Training will include:
  - The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
  - Canada Care Medical's policy related to the customer service standard, and changes to the policy.
  - How to interact and communicate with people with various 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.
  - How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
  - What to do if a person with a disability is having difficulty in accessing our goods, services or facilities.
- Staff will complete the online accessible customer service training module at: <https://accessforward.ca/front/customerService/>
  - Staff shall complete the quiz, download the Certificate, and e-mail a copy to: [accessibility@canadacaremedical.com](mailto:accessibility@canadacaremedical.com) to enable compliance reporting.
- Training resources, including accessible customer service, are available to staff on the fileshare in the AODA Accessibility folder.

#### 4.8 Feedback

- In order to continually improve, we welcome and facilitate feedback on how we provide accessible customer service.
- Feedback may be provided at follows:
  - By emailing [accessibility@canadacaremedical.com](mailto:accessibility@canadacaremedical.com)
  - Via web form on the accessibility section of [www.canadacaremedical.com](http://www.canadacaremedical.com)
  - By telephone, fax, letter mail, email or any other format as mutually agreed upon by the customer and Canada Care Medical.
  - In person to any Canada Care Medical supervisory or management staff.
- All feedback will be copied to [accessibility@canadacaremedical.com](mailto:accessibility@canadacaremedical.com) and will be replied to personally and promptly based on the customer communication method preferred.

#### 4.9 Notice of availability of documents

- Canada Care Medical will notify the public that documents related to accessible customer service, are available upon request by posting notices as follows:
  - Printed notice near the main public entrance to each facility
  - On the accessibility section of [www.canadacaremedical.com](http://www.canadacaremedical.com)

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- We will provide such documents by request in an accessible format or with communication support, and will consult with the person making the request to determine their preferences. We will provide the accessible format in a timely manner at no additional cost. Formats may include:
  - Printed, large-type, high contrast.
  - Electronic accessible structured format such as MS Word or PDF.

#### **4.10 Self-service kiosks**

- Canada Care Medical will have regard for people with disabilities when designing, procuring, or acquiring self-service kiosks. We will consider what accessibility features could be provided to best meet the needs of people with disabilities. This may include:
  - Designing the kiosk so clients using assistive devices may easily approach it and operate it at a convenient eye and hand level.
  - Providing audio as well as visual prompts.
  - Including screen magnification and high contrast text features.
  - Making kiosk content available as web content to allow clients with disabilities to use their own electronic devices.
  - Providing a facilitator to assist people with disabilities.

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## **5.0 DEFINITIONS**

**5.1 “Disabilities”** can include physical limitations and mental health, cognitive or intellectual development, learning, hearing, or vision disabilities. They also can include epilepsy, substance addictions, environmental sensitivities, and workplace injuries.

**5.2 “Service Animal”** Service animals assist people with disabilities and may be dogs or other animals. A service animal may wear a harness or a vest, or may help a person perform certain tasks. If you cannot identify a service animal, you may ask a person to provide documentation from a regulated health professional (see list below) that confirms the person needs the service animal for reasons relating to their disability.

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|-------------------------------------|--------------------------------------|
| • Audiologist or speech pathologist | • Physician or surgeon               |
| • Chiropractor                      | • Physiotherapist                    |
| • Nurse                             | • Psychologist or psychotherapist    |
| • Occupational therapist            | • Registered mental health therapist |
| • Optometrist                       |                                      |

**5.3 “Support Person”** A support person can be a paid personal support worker, volunteer, family member or friend. A support person might a person with a disability with communication, mobility, personal care or with accessing services.

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## **6.0 REFERENCES AND ASSOCIATED DOCUMENTS AND FORMS**

- G 2.32.ON Accessible Information and Communications

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- G 2.48.ON Accessible Design of Public Spaces
- HR 2.01.ON Employment Principles
- HR 2.07 Employee Orientation Checklist
- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standards (IASR), Ontario Regulation 191/11

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## 7.0 REVISION HISTORY

2010-03-18 Initial release.

2010-10-26 Updated training links.

2017-07-01 Updated training links.

2019-10-28 Moved to new accessible structured electronic document format template.