

**Participation House, Markham**  
**hereinafter referred to as “PH”**  
**Accessibility Standards for Customer Service Policy**  
**September 2011**

The accessibility standards for customer service apply to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012. Please note that a “compliance questionnaire will need to be sent to the Government of Ontario.

In compliance with *Ontario Regulation 429/07* made under the *Accessibility for Ontarians with Disabilities Act, 2005*, Participation House, Markham will introduce the following Policy:

**Policy:**

**Participation House, Markham shall ensure that:**

1. The goods or services be provided in a manner that respects the dignity and independence of persons with disabilities;
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Persons with disabilities be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
4. When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person’s disability.
5. A policy on Service Disruption, including reason for disruption, length of time, alternatives available for service and how posted, eg. Website, note on doors has been established.
6. The agency has a statement on what the feedback process is and how communicated to public, including posting of signs, and that this feedback form is available to the public.

**Guidelines and Practices:**

**Use of service animals and support persons**

If a person with a disability is accompanied by a guide dog as defined in section 1 of the *Blind Persons Rights’ Act* or other service animal, PH shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, PH shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider’s goods or services.

If a person with a disability is accompanied by a support person, (a person who accompanies the person, helps with communication, mobility, personal care or medical needs, or provides assistance to access services), PH shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

PH may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, PH shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

### **Training for staff and Volunteers:**

PH shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training must include a review of the purposes of the Act and the requirements of the Regulations and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons 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.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.

Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Records shall be maintained of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

### **Feedback process for providers of goods or services:**

PH shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

The feedback process must specify the actions that PH is required to take if a complaint is received.

Documents describing its feedback process shall be prepared and, upon request, given to any person providing the feedback.

## **Format of documents**

If PH is required by this Regulation to give a copy of a document to a person with a disability, PH shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

PH and the person with a disability may agree upon the format to be used for the document or information.

### **Contact for more information:**

Executive Director

Participation House, Markham

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