



# **Accessibility for Ontarians with Disabilities Act**

## **Customer Service Standard**

### **Policies and Procedures**

## **MASSEY COLLEGE**

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## Policy and Procedures

### Introduction

Massey College provides a congenial intellectual environment for the exchange of opinions and ideas, and its members form a multi-disciplinary and diverse community that includes Junior Fellows, Senior Fellows and other distinguished scholars and eminent members of society beyond the academic world.

The purpose of Massey College is, “The advancement of learning, maintenance of hall of residence for graduate students of the University of Toronto who are studying for further degrees at the University, and to provide amenities and facilities for a community of scholars.”

The Master and Fellows of Massey College (Massey College) are committed to providing a high level of service to its community members, including those members with a disability. Massey College is also committed to providing reasonable accommodation to its community members and will continue to work in partnership with its staff and the community to identify, prevent and remove barriers to participation.

### Definition of Disability

“Disability” means,

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

**Ontario Human Rights Commission/Accessibility for Ontarians with Disabilities Act, 2005.**

## **The Accessibility for Ontarians with Disabilities Act**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. Under this landmark legislation, the government of Ontario is developing mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards apply to private and public sector companies/organizations across Ontario. The goal is for the province to be accessible by 2025.

The five key areas of focus are:

- Customer Service;
- Information and Communication;
- Employment;
- Transportation;
- Built Environment.

The Customer Service Standard is the first standard developed to become a regulation and it came into force on January 1, 2008. Compliance is required as of January 1, 2012. The standard addresses business practices to provide better customer service to people with disabilities.

The Integrated Standard: Information and Communication, Employment and Transportation have been combined into one standard, which was enacted July 1, 2011. Deadlines for compliance have been spread over the next 10 years.

The Built Environment public comments are being integrated into the Ontario Building Code, so only one piece of legislation will provide the standard. No confirmed date for enactment.

### **The Customer Service Standard (AODA)**

Every business and organization operating in Ontario that provides goods and services to the public or other companies/organizations and has at least one employee in Ontario has to comply as of January 1<sup>st</sup>, 2012. To meet the requirements of the Customer Service Standard, companies/organizations must:

1. Establish policies and procedures on providing goods or services to customers/community members with disabilities.
2. Provide training on how to serve customers/community members with disabilities to staff, volunteers, contractors, and anyone else who interacts with the public or other third parties on their behalf, and those involved in developing customer service policies, practices and procedures.
3. Establish a process for receiving feedback on how they provide service to customers/community members with disabilities and how they will respond to feedback and take action on any complaints. Make information about the feedback process readily available to the public.

4. Communicate with customers/community members with a disability in a manner that takes into account his or her disability.
5. Let customers/community members with disabilities bring their service animals onto any part of your premises open to the public, except where the animal is otherwise excluded by law.
6. Let customers/community members with disabilities bring their support person with them when accessing goods or services on parts of the companies'/organizations' premises open to the public.
7. Let the public know when facilities or services that people with disabilities normally use to access their goods or services are temporarily unavailable.
8. Document all policies, practices and procedures to providing accessible customer service and notify the public that these documents are available upon request.

Companies/organizations with 20 or more employees will have to begin to file online accessibility reports annually with the Government of Ontario, regarding their compliance with the standard. The first report deadline is December, 31<sup>st</sup>, 2012.

### **Customer Service Standard – Massey College’s Policies and Procedures**

In preparing for the compliance requirements, Massey College has made reasonable efforts to ensure that its policies and procedures are consistent with the following principles, as defined by the Customer Service Standard, AODA:

- All goods and services at Massey College will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.
  - Dignity: service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
  - Independence: when a person with a disability is allowed to do things on their own, without unnecessary help or interference from others.
  - Integration and Equal Opportunity: service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers/community members, unless an alternate measure is necessary to enable a person with disability to access goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept inconvenience or lesser quality. Sometimes this may mean that Massey College has to treat individuals slightly differently so that they can benefit fully from the services.

## **Assistive Devices**

### **Policy:**

Massey College is committed to serving people with disabilities who use assistive devices.

### **Procedures:**

Massey College ensures that its employees are aware of and trained in the safe use of the assistive devices provided by Massey College that may be used by a community member with a disability, while accessing our programs and services. (Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of Massey College.)

Available assistive devices at Massey College include:

- A wheelchair;
- A walker;
- Canes;
- Crutches
- An elevator.

All assistive devices are available free of charge, upon request.

## **Communicating with a Community Member with a Disability**

### **Policy:**

Massey College's policies and procedures take a person's disability into account when communicating with him/her. Two-way communication is a process of providing, sending, receiving and understanding information. To communicate in an effective way, Massey College considers how the disability affects the way that the person expresses, receives or processes information. Where possible, Massey College asks the community member directly the best way to communicate with him/her.

### **Procedures:**

Massey College uses a variety of ways, wherever possible, to make communications more accessible by:

- Considering the needs of people with disabilities during the planning stage of services and communication development.

- Using plain language to make a document easier to read for people with certain learning disabilities.
- Offering information in alternate formats, with a time allowance for providing these formats. Examples include:
  - Hand-written or typed information back and forth;
  - Braille;
  - Printed hand-outs of commonly used information;
  - Large print;
  - E-mail as an alternate channel to provide accessible communication.

## **Service Animals**

### **Policy:**

Massey College is committed to welcoming community members with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a community member or any third party with a disability to all parts of its premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Although service animals are most commonly dogs, other service animals could include, but are not limited to, ferrets, monkeys and rabbits. Massey College ensures that all staff is properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

### **Procedures:**

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required because of his or her disability. Service animals are not pets - they are working animals. They are used by people with disabilities to overcome barriers much like assistive devices such as a white cane or a wheelchair.

At times, due to capacity, community members with disabilities, accompanied by service animals may be advised that the crowded conditions may make it difficult to manoeuvre.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on Massey College premises open to the public. Health and Safety regulations exclude animals from any area where food is prepared. Service animals are permitted in dining areas.

If the service animal is causing a disturbance for other community members or visitors, the individual and accompanying service animal may be required to leave the area or Massey College premises.

Massey College anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all community members, staff and service animals in mind.

### **Support Persons**

#### **Policy:**

Massey College is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Massey College's premises with his or her support person. 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 Massey College premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

#### **Procedures:**

A community member with a disability, accompanied by a support person, pays the regular price per person to Massey College events. Fees are not charged for one support person. Additional requests are addressed on a case by case basis.

Community members are informed of this through Massey College's communication to the public.

### **Temporary Disruption of Service**

#### **Policy:**

Massey College is aware that temporary disruptions of services (daily functions – elevators, physical operations) and programs may occur due to reasons that may or may not be within Massey College's control or knowledge. Massey College makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

#### **Procedures:**

The notice is made available from updates through the following networks, as appropriate.

- Porter access;
- E-mail;
- Web site.



In the event of an unexpected disruption, advance notice is not possible. In such cases, Massey College provides notice, as soon as possible, through its communication networks.

### **Process to Receive and Respond to Feedback**

#### Policy:

Massey College has a process in place for receiving and responding to feedback about how services are provided to community members with disabilities.

#### Procedures:

Community members with disabilities can offer their feedback in the following ways:

- E-mail and telephone, (re-directed, as required, to the appropriate response employee);
- In writing where correspondence is re-directed to the appropriate response employee;
- In person to staff.

The community member is requested to provide his/her name and contact information (phone, e-mail).

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action. (Note: the customer service standard does not require a response to be provided for all feedback).
- Community members who provide feedback can expect an answer within five business days.

The feedback process is readily available to the public through:

- A sign in locations;
- A document describing the feedback process, available on request in different formats;
- Other communication networks, as appropriate;
- A notice on the web site.

The notice includes the following:

*Dear Valued Community Member,*

*We strive to improve accessibility for our community members with disabilities. We welcome your feedback. Please call 416-978-2895 or e-mail [porter@masseycollege.ca](mailto:porter@masseycollege.ca) to share your comments, or request a copy of our accessibility policy.*

*Thank you,  
Massey College Staff*

### **Customer Service Training**

#### **Policy:**

Massey College arranges training for all staff on providing service to community members with disabilities. Massey College ensures that third party and others, who deal with the public, have the required AODA training.

#### **Procedures:**

After January, 2012, new staff will also receive training. This training will be provided as soon as practicable or as soon as it can be done in the circumstances, after an employee commences her/his duties.

A variety of methods and time frames are used including formal and informal training sessions, presentations, Ministry of Community and Social Services web site, printed material, hand outs, and fact sheets dependent on need, job descriptions and functions.

The training content, required by the Customer Service Standard, includes the following:

- The history of the legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 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.
- How to use the assistive devices available on Massey College's premises or otherwise that may help with the provision of services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Massey College's services.
- Massey College's policies and procedures relating to the customer service standard.
- On-going training in connection with any changes to Massey College's policies and procedures governing the provision of services to people with disabilities.

Additional training content includes:

- Massey College's commitment to access and community members with disabilities.
- The assistance staff cannot offer due to insurance implications.
- Definitions of disability, dignity, independence, integration and equal opportunity.

Training is recorded for staff and volunteers and includes name, date and content.

An on-going training plan has been developed.

### **Posting of Documents**

#### Policy:

Notices are posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.

#### Procedures:

Documents are available through the following networks, as appropriate.

- Publications;
- Web site.

**The Increasing Numbers of People with Disabilities**

- In 20 years, one in five Ontarians are likely to have some kind of disability compared with approximately one in seven today.
- 10 – 20% of the general population have hearing loss; 50% of people over 65 have hearing loss.
- 600,000 Canadians have self identified as having vision loss.
- 6% of people with physical disabilities use a wheelchair.
- 70% of disabilities are hidden and often forgotten.
- Many of our veterans have disabilities. Men and women, who want to carry on their life activities with friends and family, will demand access to do so.
- It is projected that the older population will double in the next 25 years.