

Policy Section Business Practices & Local Team Site	Policy Number
Policy Name Accessibility for Ontarians with Disabilities-Customer Service Standard	

POLICY STATEMENT:

Children’s Treatment Network of Simcoe York (CTN) has a commitment to accessibility for children with multiple special needs and their families.

Building on a foundation of our commitment to accessibility, CTN works with children, their families, staff, volunteers and partners to identify, prevent and remove barriers to participation for all and to ensure compliance with the Customer Service Standard.

All goods and services at CTN are provided with reference to the principles of the Accessibility for Ontarians with Disabilities Act (AODA) 2005 including dignity, independence, integration and equal opportunity of people with disabilities.

Assistive Devices: All persons with disabilities are enabled to use their assistive devices at all of the CTN facilities.

Communication: Communication is a process of providing, sending, receiving and understanding information. To communicate in an effective way, CTN considers how disability may affect the way that the children we serve or their families express, receive or process communications. Where possible, when providing services, the CTN asks the child directly the best way to communicate with him/her.

Service Animals: CTN welcomes children and their families who are accompanied by a trained, accredited service animal. A service animal may accompany a child, family member or any third party with a disability to all parts of our premises that are open to the public.

Support Persons: CTN welcomes anyone who is accompanied by a support person. Any child who is accompanied by a support person is allowed to enter CTN’s premises with his or her support person. At no time will a child who is accompanied by a support person be prevented from having access to his or her support person while on CTN premises.

Temporary Disruption of Service: CTN 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 CTN’s control or knowledge. CTN takes reasonable steps 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.

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Receiving and Responding to Feedback: CTN has a family relations policy and process in place that addresses all family feedback for how goods and services are provided to children with multiple special needs and their families. ([Family Relations Policy](#)).

Customer Service Training: CTN provides training to all employees and all those who are involved in the development and approvals of customer service policies and procedures on providing goods and services to children with multiple special needs and their families. CTN ensures that third party and others, who deal with the public, have AODA training and require they indicate compliance in their service contract.

Posting of Documents: 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.

PRINCIPLES:

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: Each person 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, unless an alternate measure is necessary to enable a person with disability to access goods or services. Persons with a disability do not have to make significantly more effort to access or obtain service. They do not have to accept inconvenience or lesser quality. This may mean that CTN has to treat individuals slightly differently so that they can benefit fully from the services

(Ontario Human Rights Commission/Accessibility for Ontarians with Disabilities act, 2005)

DEFINITIONS:

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

Date Created: December 6, 2011	Date Approved: February 8 th , 2012
Recommended Review Date:	Review Date:
Last Revision Date: February 8th, 2012	

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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.

Assistive Devices:

Assistive devices are devices that are used to assist children with multiple special needs and their families in carrying out activities.

Support Person:

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

Service Animal:

Although service animals are most commonly dogs, other service animals could include, but are not limited to, ferrets, monkeys etc.

To be considered a service animal, 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 healthcare practitioner 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. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc.

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IMPLEMENTATION:

1. Assistive Devices:

- a. Our employees and volunteers are aware of the various assistive devices that may be used by children with multiple special needs and their families while accessing our programs, products and services.
- b. Wheelchairs are available at selected sites.
- c. Local Team Sites and Clinical Services:
 - i. Clinical services are provided through contract agreements with Host Agencies for Regulated Health Professionals, Allied Health Professionals and support personnel. These professionals are responsible for ensuring that the children, families and the public individuals they serve have use of their own assistive devices at the Local Team Site.
 - ii. The CTN contract with providers requires the Host Agency to ensure that the professionals have licences; specific scopes of practice; and training in the use of assistive devices as applicable.
 - iii. Prior to use of a local team site each clinical professional/volunteer is required to complete the CTN Local Team Site-specific Orientation and the Use of Facilities and Equipment Waiver Form-Provider. See Policy and Procedures Section 3.1 Health and Safety and Section 3: Safe Equipment Use and Accessibility for further details regarding training and safe use of equipment, devices and accessibility.
- d. Corporate Services:
 - i. Non Clinical Staff are trained to interact with children and/or family members that use assistive devices including but not limited to:
 - Hearing assistive devices;
 - Live descriptive services for persons with visual impairment;
 - Mobility Devices
 - ii. The training with regards to AODA-Customer Service Standard is acknowledged on the Orientation Checklist for Corporate Staff and the AODA Quiz.

2. Communicating with a Child with Multiple Special Needs and their Families

- a. CTN uses a variety of ways, wherever possible, to make communications more accessible by:
 - Considering the needs of children with multiple special needs and their families 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, upon request:
 - Hand-write or type information back and forth;
 - Braille;
 - Printed hand-outs of commonly used information;

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- Large print;
- Sign language interpretation;
- E-mail as an alternate channel to provide accessible communication.

3. Service Animals

- a. Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on CTN premises open to the public.
- b. If the service animal is causing a disturbance, the client and accompanying service animal may be required to leave the area or CTN premises. The CTN ensures that alternate measures are available to enable the client to access our services in this event.
- c. If a service animal is excluded by law from our premise, the CTN an alternate measure will be devised in consultation with the client, to access our services.
- d. The owner is responsible to "stoop and scoop".
- e. CTN 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 in mind.

4. Support Persons

- a. Any child or family member who is accompanied by a support person is allowed to enter CTN's premises with his or her support person.
- b. At no time will a child who is accompanied by a support person be prevented from having access to his or her support person while on CTN premises.
- c. Children with multiple special needs and their families are informed of this through CTN's communication to the public.
- d. Support Persons and the Use of Assistive Devices on Site: Support persons are welcomed to access and assist the child or family with their personal assistive devices at the CTN.
- e. Parents or support persons are able to use CTN clinical equipment if they are provided with a time limited treatment plan that has been developed by a therapist. It is the therapist's responsibility to ensure that the family has been trained on the use of the equipment and the treatment plan. Families and support persons are to sign a waiver indicating that they understand that they are only to use the equipment that they have been trained on for the purposes of carrying out a therapist's prescribed plan. See the Safe Equipment Use Policy and Procedure for details.

5. Temporary Disruption of Service

- a. Site users have access to contact information to use when they become aware of a situation that disrupts the use of local team space due to either a problem with infrastructure, space or equipment-see Sharepoint-Local Team Site Specific Orientation.
- b. When a problem is identified by a site user they are required to:
 - i. Contact the posted contact person (as applicable) to act on the problem.
 - ii. Refer to the Sharepoint Booking Calendar and communicate the immediate problem to users for that day.
 - iii. Advise the Local Team Facilitator (LTF).

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- c. The posted contact person acts on the problem including issuing temporary signage; alerting and informing the LTF about repair timelines as appropriate; and resolving the issue.
- d. The LTF responds including developing a communication plan and updating the Director of Infrastructure if support is needed.
- e. IT: When there is a temporary disruption in IT e.g. website problem-helpdesk@ctnsy.ca is contacted and responds as appropriate including initiating the communication plan and updates.
- f. General Guidelines for Communication: When there is temporary disruption of any Service a notice is made available for broadcasting news and updates through the following networks, as appropriate.
 - www.ctn-simcoeyork.ca
 - Telephone recordings;
 - E-alert;
 - Intranet for CTN staff and partners;
 - Temporary signage;
- g. In the event of an unexpected disruption, advance notice is not always possible. In such cases, CTN provides notice, as soon as possible, through its communication networks.
- h. Emergency Plan:
 - i. The site specific emergency plan is posted on Sharepoint and in each Local Team Site. See CTN Policy and Procedure Section 3.1.3 Health and Safety: Emergency Procedures.
 - ii. Upon hiring, each individual CTN employee is asked to self-declare their need for an individual emergency plan based on a personal disability and the plan is developed in consultation with their supervisor.

6. Process to Receive and Respond to Feedback

- a. Families are encouraged to discuss their appreciation/concerns with their attending clinician(s), SPOC Coordinator, Team Lead or Local Team Facilitator (LTF) for input/to seek resolution. If the issue is not resolved it should be deemed a formal complaint.
- b. Formal compliments/complaints are to be put in writing. Forms and instructions for submitting a compliment or complaint are posted on SharePoint, the CTN website, and available in each Local Team site for family access.
- c. Compliments/complaints that are presented verbally are transposed in to writing by the recipient and reflected back to the person to ensure their compliment or complaint is described accurately.
- d. The client is requested to provide their name and contact information (phone, e-mail).
- e. 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).
 - Individuals who provide feedback can expect a response within five business days.

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- f. The feedback process is readily available to the public through:
- A notice on the web site;
 - A sign in CTN locations;
 - A document describing the feedback process, available on request in different formats;
 - Other communication networks, as appropriate.
- g. The notice includes the following:

Dear Valued Client,

We strive to improve accessibility for our children with multiple special needs and their families. We welcome your feedback.

Please call 1-877-719-4795 ext: 2381 or e-mail info@ctnsy.ca to share your comments, request a copy of our accessibility policy or request a feedback form.

Copies of the feedback form can be found:

*Thank you,
Management*

7. Customer Service Training Related to the AODA

- a. Individuals who are either employed or provide volunteer services for the corporation in the following positions are trained by CTN:
- Board;
 - Senior Staff;
 - Administrative Staff ;
 - Local Team Facilitators
 - ACCESS Staff;
- b. New Staff receive training with regard to the AODA and the Customer Service Standard see Video [Click Here](#) . This training is provided as soon as possible, after an employee commences their duties.
- c. New Staff complete an Orientation Checklist for Corporate Staff confirming they have received Customer Service training.
- d. A variety of methods and time frames are used for additional training including formal and informal training sessions, presentations, train the trainer, Ministry of Community and Social Services web sites, e-training, printed material, hand outs, fact sheets, and videos, dependent on need, job descriptions and functions. Training is also included as part of a larger training program, such as basic orientation, training on effective communication or general client service.
- e. The CTN training content, required by the Customer Service Standard, includes the following:

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- 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 assistive devices that may help with the provision of goods or services to children with multiple special needs and their families.
 - What to do if a person with a disability is having difficulty in accessing CTN's goods and services.
 - CTN's policies and procedures relating to the customer service standard.
 - On-going training in connection with any changes to CTN's policies and procedures governing the provision of goods and services to children with multiple special needs and their families is provided.
- f. Additional topics include:
- The assistance staff and volunteers cannot offer due to insurance implications.
 - Definitions of disability, dignity, independence, integration and equal opportunity.
- g. An evaluation process is in place for continuous improvement in training content and delivery.
- h. Training is recorded for staff and volunteers and includes name, date and content.
- i. The CTN Orientation Checklist and AODA Quiz for Corporate Staff are filed in individual personnel/volunteer files.
- j. A record of Board Training is recorded in Board minutes.

8. Posting of Documents

- a. 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.
- b. Documents are available through the following networks, as appropriate.
- Web site: www.ctn-simcoeyork.ca
 - Intranet for staff and volunteers;
 - Publications – Annual Report

9. Compliance

- a. CTN complies with the requirements under the AODA 2005 as applicable including provision of an online Accessibility Report with the Government of Ontario, regarding our compliance with the standard. (See Appendix 1)
- b. The Completed Annual Compliance Audit Form is available via the intranet for staff and volunteers.

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Related Policies and Procedures

3.1 Health and Safety

[3.1.1 Applicable Standards](#)

[3.1.2 Safe Equipment Use](#)

[3.1.3 Emergency Procedures](#)

- Individual Emergency Plan for CTN Employees
- Missing child
- Dangerous Visitor
- Health Emergency

[3.1.5 Maintenance of Space](#)

[3.1.6 Maintenance of Equipment](#)

[3.1.7 Cleaning of Equipment and Toys](#)

3.2 Access and Security

[3.2.1 Use of Local Team Space](#)

[3.2.2 Opening and Closing/After Hours](#)

[3.2.3 Scheduling and Booking of Local Team Space and Site Equipment](#)

[3.2.6 Risk Management](#)

[3.2.7 Safety and Security](#)

[3.2.8 Accessibility and Inclusivity](#)

References and Links:

www.mcss.gov.on.ca/en/mcss/programs/accessibility/index.aspx

Accessibility for Ontarians with Disabilities Act, 2005

[LTF Communication Log](#)

[Local Team Site Specific Orientation](#)

Orientation Checklist for Corporate Staff

Primary Contact

Please call 1-877-719-4795 ext: 2381 or e-mail info@ctnsy.ca to share your comments, or request a written copy of our accessibility policy.

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APPENDIX 1: Compliance Audit Form AODA, 2005

The following are the questions for the accessibility report on the Accessibility Standards for Customer Service.

Each question includes a reference to the corresponding section of the standard.

1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [s. 3(1)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1. b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [s.3(2)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [s. 3(3)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [s. 3(4)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] If no, then skip to question 7 below.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [s. 4(2) & (7)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services (s.4.(3)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [s. 4(4) (6) & (7)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [s. 5(1) (2) & (3)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [s. 7(1), (3) & (4)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [s. 7(1) & (2)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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<p>10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities:</p> <ul style="list-style-type: none">▪ every person who deals with the public or other third parties on behalf of your organization, and▪ every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [s. 6(1)]	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<p>11. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [s. 6(2) & (4)]</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<p>12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [s. 6(5) & (6)]</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<p>13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [s. 8(1) & (2) & 9(1)]</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<p>14. Does CTN have greater than 20 employees, part time, full time and contracted?</p> <p>If Yes, Submit a compliance report on line to the Ministry of Community and Social Services.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Audit Completed by:

Date:

Record of Follow-up:

Signature:

Date: