



AODA ACCESSIBLE CUSTOMER SERVICE POLICY

Approved by	Executive Management Team
Last reviewed:	October 9, 2019 (next review to be within one year of this date)
Responsible Role	Vice President, Human Resources
Responsible Department	Human Resources

SECTION 1 – INTRODUCTION _____ 2

 1.1 Purpose _____ 2

 1.2 Scope _____ 2

 1.3 Definitions _____ 2

 1.4 Related Policies _____ 3

 1.4.1 Privacy Policies _____ 3

 1.5 Legislative Context _____ 3

SECTION 2 – POLICY _____ 3

 2.1 Policy _____ 3

SECTION 3 – RESPONSIBILITY & PROCEDURE _____ 3

 3.1 Our Mission _____ 3

 3.1.1 Our Commitment _____ 3

 3.1.2 Providing goods and services to people with disabilities _____ 4

 3.1.2 (a) Communication _____ 4

 3.1.2 (b) Telephone services _____ 4

 3.1.2 (c) Assistive devices _____ 4

 3.1.3 Use of service animals and support persons _____ 4

 3.1.4 Notice of temporary disruption _____ 4

 3.1.5 Training for staff _____ 5

 3.1.6 Feedback process _____ 5

 3.1.7 Modifications to this or other policies _____ 5

 3.1.8 Questions about this Policy _____ 6

 3.1.9 Administration of the Policy _____ 6

 3.2 Supporting Documentation _____ 6

SECTION 4 – GOVERNANCE _____ 6

 4.1 Policy Owner _____ 6

 4.2 Version Control and Change History _____ 6



AODA ACCESSIBLE CUSTOMER SERVICE POLICY

SECTION 1 – INTRODUCTION

1.1 Purpose

The purpose of this policy is to fulfill the requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). It specifies our approach to providing services to people with disabilities.

1.2 Scope

This policy applies to all JVS Toronto employees, Board and Board committee members, volunteers, students, contractors or consultants who are working at JVS Toronto or acting on behalf of JVS Toronto and who are privy to personal information.

1.3 Definitions

Word/Term	Definition
Disability	The Accessibility for Ontarians with Disabilities Act(AODA) S.O. 2005, CHAPTER 11 defines this term as (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”)
Assistive Devices	An Assistive Device is any device that helps someone do something that they might not otherwise be able to do well or at all. Generally the term is used for devices that help people with mobility, vision, mental, dexterity or hearing loss.
Service Animal	Service animals are animals that have been trained to perform tasks that assist people with disabilities. Service animals may also be referred to as assistance animals, assist animals, support animals, or helper animals depending on the country and the animal's function.
Customer	The term customers includes individuals and their accompanying guardians/care givers accessing and/or participating in services at JVS Toronto and include volunteers, students, donors, employers, community agencies and service partners who are external to the agency. Customers at JVS Toronto are often referred to as a “client”.



AODA ACCESSIBLE CUSTOMER SERVICE POLICY

1.4 Related Policies

Human Rights Policy
Customer Service Policy
Customer Complaints Policy

1.4.1 Privacy Policies

1.5 Legislative Context

Accessibility for Ontarians with Disabilities Act
Ontarians with Disabilities Act
Ontario Human Rights Code
Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act
Blind Persons' Rights Act

SECTION 2 – POLICY

2.1 Policy

It is JVS Toronto commitment to provide access and a high level of customer service to everyone including people with disabilities.

NOTE: The following section “RESPONSIBILITY & PROCEDURE” represents best practices as determined by JVS Toronto, and is largely designed to provide guidance to designated JVS Toronto representatives. However, it is understood that, where appropriate, these representatives may adopt modified procedures in response to any given circumstance. Procedural Guidelines continue on this and the following page(s).

SECTION 3 – RESPONSIBILITY & PROCEDURE

3.1 Our Vision and Mission

JVS Toronto has a vision where every individual has opportunities for employment. We enable people to maximize their potential at work and school. We help employers with the right human resources.

3.1.1 Our Commitment

In fulfilling our mission, JVS Toronto strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. Services may include referrals to other programs that may be better suited to meeting the individuals' personalized or unique needs.

AODA ACCESSIBLE CUSTOMER SERVICE POLICY

3.1.2 Providing goods and services to people with disabilities

JVS Toronto is committed to excellence in serving all customers including people with disabilities. We use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following four principles:

- Dignity
- Independence
- Integration
- Equal opportunity

3.1.2 (a) Communication

- JVS Toronto will communicate with people with disabilities in ways that take into account their disability.
- JVS Toronto will train staff on how to interact and communicate with people with various types of disabilities.
- JVS Toronto will ask how we can help those who seek our services.

3.1.2 (b) Telephone services

JVS Toronto is committed to improving accessible telephone service to our customers. To that end, JVS Toronto will:

- Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- Offer to communicate with customers through **e-mail, relay services and written means** if telephone communication is not suitable to their communication needs or is not available.

3.1.2 (c) Assistive devices

JVS Toronto is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from its goods and services.

3.1.3 Use of service animals and support persons

JVS Toronto is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. It will also ensure that staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

JVS Toronto 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 will be allowed to enter JVS Toronto'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 our premises.

3.1.4 Notice of temporary disruption

JVS Toronto will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if

Policy Category: Conduct

Policy Owner: Human Resources

October 9, 2019

File Name: HR_CON_4_Policy_AODA Accessible Customer Service_Final



AODA ACCESSIBLE CUSTOMER SERVICE POLICY

available.

The notice will be placed at all public entrances, by broadcast message by telephone and on the JVS Toronto website.

3.1.5 Training for staff

JVS Toronto will provide training to all employees, students and volunteers who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. All employees, students and volunteers are required to sign a declaration indicating they understand the JVS Toronto Accessible Customer Service Policy and agree to comply.

Training will include the following:

- 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 accessibility equipment or devices available on **JVS Toronto's** premises.
- What to do if a person with a particular type of disability is having difficulty accessing JVS Toronto services.

Staff training will include serve-ability transforming Ontario's customer service.
<http://www.mcsc.gov.on.ca/mcss/serve-ability/splash.html>

Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

3.1.6 Feedback process

The ultimate goal of JVS Toronto is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

JVS Toronto has a process for receiving and responding to feedback for goods and services provided to people with disabilities. Feedback can be provided verbally, by e-mail, by phone or in writing. All feedback is directed to the Quality Assurance Designate.

Complaints about accessibility are addressed through the JVS Toronto Customer Complaints Policy and process.

3.1.7 Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of JVS Toronto that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Policy Category: Conduct

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AODA ACCESSIBLE CUSTOMER SERVICE POLICY

3.1.8 Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Quality Assurance Designate.

3.1.9 Administration of the Policy

Responsibility for the periodic review and revision of this policy lies with the Quality Assurance Designate working in conjunction with Senior Management.

3.2 Supporting Documentation

Name	Location	Document Type
JVS Privacy Breach Report	JVS Insider	PDF
Template Letter Response To A Privacy Breach	JVS Insider	PDF
Customer Complaint Policy	JVS Insider	PDF

SECTION 4 – GOVERNANCE

4.1 Policy Owner

Policy Owner	Vice President, Human Resources
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4.2 Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
Version 6	n/a	n/a	This policy was updated to change the title of Vice President, Human Resources and Quality Assurance Designate.
Version 5	n/a	n/a	This policy was reviewed by the Director, Human Resources on August 9, 2017
Version 4	n/a	n/a	This policy was reviewed by the Vice President, Human Resources on June 23, 2015. Policy ownership was changed to Vice President, Human Resources.
Version 3	n/a	n/a	This policy was reviewed and edited for wording consistency on June 26, 2013.



AODA ACCESSIBLE CUSTOMER SERVICE POLICY

Version 2	May 4, 2011	EMT	
Version 1	October 2009		