
ACCESSIBLE CUSTOMER SERVICE POLICY

I. Requirements

Ontario Regulations 429/07, under the Accessibility for Ontarians with Disabilities Act (AODA) 2005, requires every designated public sector organization and every other person or organization that provides goods or services to members of the public establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. Accessible customer service is not about our physical premises; rather, it is an understanding that a customer with a disability may have different needs.

II. Policy Statement

DEI & Associates Inc. is committed to providing goods and services that are accessible to all persons.

III. Definitions:

- A. **“assistive devices”** are any piece of equipment that is used to maintain, increase, or improved functional capabilities of persons with disabilities (e.g. wheelchair, walker, oxygen tank, etc.).
- B. A **“support person”** is defined as a person who accompanies a person with a disability in order to help him or her with communication, mobility, personal care or medical needs, or access to goods or services.
- C. A **“service animal”** is defined as:
 - i) a ‘guide dog’ as defined in s.1(1) of the Blind Persons Rights’ Act, R.S.O. 1990, c.B.7, or;
 - ii) an animal used by person with a disability;
 - a) if it is readily apparent that the animal is used by the person for reasons related to his or her disability, or;
 - b) if the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.
- B. A **“service disruption”** is defined as a planned or unplanned unavailability of services or facilities operated by DEI & Associates Inc.

IV. Communication

When communicating with a person with a disability, employees will do so in a way that takes into account the person’s disability.

If a customer requests an accommodation and/or an alternate format to facilitate interaction, staff will work with the individual to provide appropriate accommodation.

V. Assistive Devices:

If a person with a disability requires an assistive device, DEI & Associates Inc. shall ensure that the person is permitted to enter the premises with his or her assistive device. Staff will be made aware of assistive devices that may be used by customers accessing our services.

VI. Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, DEI & Associates Inc. shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her.

If it is not readily apparent that an animal is a service animal, DEI & Associates Inc. reserves the right to request proof of identification that the person requires the animal for reasons relating to his or her disability.

Should a service animal be excluded from the premises due to special circumstances or law, a supervisor will be responsible for arranging alternative service for the customer.

If deemed necessary, employees will be notified that a service animal is on the premises.

VII. Support Persons

If a person with a disability requires the use of a support person, DEI & Associates Inc. shall ensure that the person is permitted to enter the premises with the support person. No person with a disability who is accompanied by a support person will be prevented from having access to his or her support person while on the premises.

When communicating with a customer with a disability who is accompanied by support person, staff will communicate with the customer directly.

VIII. Notice of Temporary Disruptions

In the event of an unplanned disruption in the facilities or services used by people with disabilities, DEI & Associates Inc. will provide customers with notice regarding the service disruption. Notice will be given to customers attending the premises via telephone or email, or otherwise if applicable.

IX. Training for Staff

DEI & Associates Inc. will ensure all staff receives training upon distribution of the policy, or upon being hired.

Training will include:

- How to interact with persons with various types of disabilities.
- Policies and procedures relating to DEI & Associates Inc.'s Accessible Customer Service Policy,
- The Accessibility for Ontarians with Disabilities Act and requirements of the Customer Service Standard.
- Viewing an introduction to the Accessibility for Ontarians with Disabilities Act and Ontario Human Rights Code video (Part 1) (<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>).

This policy shall be conspicuously posted in the lunchroom.

X. Feedback Process

Any comments, complaints, or feedback about how DEI & Associates Inc. provides services to persons to disabilities may be submitted to Human Resources via telephone, email, in person, or other methods if necessary.

Staff and members of the public are encouraged to submit feedback in order to further develop this policy.

Response to feedback will be provided within 7 business days. The receiver of feedback will take action to resolve the problem or concern, if applicable.

* Alternative accessible formats of this document are available upon request from the Office Manager (hdemaiter@deassociates.ca).

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