

CHATS – COMMUNITY & HOME ASSISTANCE TO SENIORS POLICY & PROCEDURE MANUAL

APPROVED BY: Chief Executive Officer

EFFECTIVE DATE: January 2010

Last Revised: April 30, 2022

Last Reviewed: March 2023

CATEGORY: Human Resources

PAGE 1 OF 6

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) CUSTOMER SERVICE STANDARD POLICY

PURPOSE:

CHATS is 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 clients.

To ensure support for and compliance with the Customer Service Standards as set out in the Accessibility for Ontarians with Disabilities Act (AODA) by providing accessible service to people with various kinds of disabilities and respecting the core principles of independence, dignity, integration and equal opportunity.

To ensure that people with disabilities seeking goods and services will be offered a variety of ways to communicate to access goods and services.

To ensure that people with disabilities seeking goods and services continue to have the assistance of a support person, service animal, or personal assistive device if required during any aspect of their service with CHATS.

POLICY:

CHATS will make every reasonable effort to communicate with people with disabilities in ways that take into account their disability. CHATS Staff and Volunteers will make every reasonable effort to provide a suitable method of communication that is agreed upon with the customer/client.

CHATS is committed to welcoming people with disabilities who are accompanied by a support person or a service animal. A support person will be permitted to attend without charge where attendance or program fees exist. Lunch is not provided to support persons who attend Adult Day Programs or Lunch Out/ Wellness programs.

CHATS will make every effort to accommodate any persons who use an assistive device to access goods and services on CHATS' premises or at CHATS' programs.

CHATS will post a written notice on our website and in a conspicuous location if there are any temporary disruptions of services/programs at any CHATS locations. The notice will include details of the reason and duration of the disruption (if known) as well as any alternatives available to continue with service.

CHATS will provide a written feedback form on our website as well as a paper form at all CHATS locations for consumers with disabilities to provide feedback on their experience of accessing goods and services. The feedback process will be made accessible to people with disabilities by providing or arranging for accessible formats and communication supports on request.

CHATS will provide clients with disabilities the opportunity to request a reasonable accommodation to be able to fully participate in programs and services. Reasonable accommodation will be granted based on resources available and CHATS operational requirements.

CHATS will provide training to all staff and volunteers in providing accessible customer service.

CHATS – COMMUNITY & HOME ASSISTANCE TO SENIORS POLICY & PROCEDURE MANUAL

APPROVED BY: Chief Executive Officer

EFFECTIVE DATE: January 2010

CATEGORY: Human Resources

Last Revised: April 30, 2022

Last Reviewed: March 2023

PAGE 2 OF 6

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) CUSTOMER SERVICE STANDARD POLICY

PROCEDURES:

<u>Person Responsible</u>	<u>Action</u>
Management Team	<ol style="list-style-type: none"> 1. Ensure that CHATS complies with accessibility legislation as specified in the AODA Customer Service Standards.
Human Resources Advisor/ Training and Development	<ol style="list-style-type: none"> 1. Ensure that staff and volunteers are familiar with various disabilities and the various assistive devices that may be used by customers with disabilities while accessing services. i.e. email, TTY or Relay services, walkers, white canes, note-taking devices 2. Ensure that all staff and volunteers are properly trained in interacting with people with disabilities who may utilize an assistive device or are accompanied by a service animal or a support person. 3. Post notice on CHATS website that support persons are permitted to attend without charge and indicate any specific conditions to their attendance. i.e. lunch not included.
Supervisor	<ol style="list-style-type: none"> 1. Ensure staff and volunteers make every reasonable effort to understand and comply with the customer's preferred method of communication or provide an agreed-upon alternative. See attached Appendix A for alternate communication method available for use at CHATS. 2. Receive accommodation request and consult with Human Resources 3. Conduct a review to evaluate the request and determine reasonable accommodation to be provided 4. Develop an individual accommodation plan 5. Enter request, review and accommodation plan in client database
Staff and Volunteers	<ol style="list-style-type: none"> 1. Make every reasonable effort to communicate with customers/clients by offering various alternatives and make every reasonable effort to comply with the customers' preferred communication method or provide an agreed-upon alternative. 2. Ensure people with disabilities who require a support person or service animal to have access to this support at all times and throughout our premises or CHATS community programs. 3. Staff conducting intake/assessment will identify client's accommodation needs, support the client in completing the request for accommodation and document it in GOLDCARE.

CHATS – COMMUNITY & HOME ASSISTANCE TO SENIORS POLICY & PROCEDURE MANUAL

APPROVED BY: Chief Executive Officer

EFFECTIVE DATE: January 2010

CATEGORY: Human Resources

Last Revised: April 30, 2022

Last Reviewed: March 2023

PAGE 3 OF 6

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) CUSTOMER SERVICE STANDARD POLICY

<u>Person Responsible</u>	<u>Action</u>
	<ol style="list-style-type: none"> 4. Ensure any person with a disability can utilize their own personal assistive devices for the purpose of accessing our goods and services.
CEO or designate	<ol style="list-style-type: none"> 1. Provide notification as soon as possible of disruption of service, location or any technology that a person with a disability must use in order to access service, e.g. closing of the office. 2. Advise VP, Philanthropy and Communications and VP, Communications and VP, Client Care and Services—to publish disruption of service notification on the AODA section of CHATS' website. 3. Notice of disruption must list the reason for disruption, expected duration, contact information and if alternate services or facilities exist. i.e. Construction, power failure, pandemic. Refer to Disaster and Emergency Plan.
VP, Philanthropy and Communications and VP, Client Care and Services	<ol style="list-style-type: none"> 1. Post notices on CHATS' website if there are any disruptions to service location or disruption to technology that a person with a disability would use in order to access service. Notice must include the reason for disruption, expected duration, contact information and any alternative services or facilities. 2. Ensure staff and volunteers make every reasonable effort to understand and comply with the customer's preferred method of communication or provide an agreed-upon alternative. See attached Appendix A for alternate communication methods available for use at CHATS.
Human Resources	<ol style="list-style-type: none"> 1. Ensure that the recipients of CHATS services have a feedback mechanism available to them so that they can provide input into the accessibility of the services offered. This feedback mechanism must be available in the agreed-upon method of communication. i.e. in person, by phone, email, writing, or online. 2. Direct feedback to the appropriate department as soon as possible upon receiving feedback, utilizing the agreed-upon method of communication. 3. Complete and file legislative accessibility reports as required.
Client Services	<ol style="list-style-type: none"> 1. Assess accessibility needs and barriers on an ongoing basis through the Client Experience Survey.

CHATS – COMMUNITY & HOME ASSISTANCE TO SENIORS POLICY & PROCEDURE MANUAL

APPROVED BY: Chief Executive Officer

EFFECTIVE DATE: January 2010

Last Revised: April 30, 2022

Last Reviewed: March 2023

CATEGORY: Human Resources

PAGE 4 OF 6

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) CUSTOMER SERVICE STANDARD POLICY

OTHER RELATED POLICIES /PROCEDURES/FORMS:

1. Disaster and Emergency Plan
2. AODA Customer Feedback Form
3. AODA Employment Standard Policy
4. Accommodation Request Form
5. CHATS Accessibility Plan
6. Client Experience Survey

CHATS – COMMUNITY & HOME ASSISTANCE TO SENIORS POLICY & PROCEDURE MANUAL

APPROVED BY: Chief Executive Officer

EFFECTIVE DATE: January 2010

Last Revised: April 30, 2022

Last Reviewed: March 2023

CATEGORY: Human Resources

PAGE 5 OF 6

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) CUSTOMER SERVICE STANDARD POLICY

Appendix A

Alternative Methods of Communication

CHATS staff and volunteers will consult the following list and offer to communicate with the customer using one or more of the alternatives listed below:

Accessibility features as available on iPhone (as supplied to all staff)

<https://www.apple.com/ca/accessibility> or Android smartphones [Accessibility | Android](#) for vision, mobility, hearing and cognitive accessibility features including:

- Magnifier
- Zoom to enlarge screen
- Display options to enhance contrast
- Voice over to describe what's happening on screen
- Voice over + braille gives descriptions of what's on screen in braille with a refreshable braille display connected in Bluetooth
- Speak screen to go from written to spoken word
- Dictation lets you speak words and punctuation where you would type –available in 30 languages
- Audio descriptions to allow you to watch video or movies with detailed audio descriptions

Other supports available:

- Large print materials for people with low vision
- CCTV—Close Circuit Television for visually impaired. (located in ADP at Aurora office)
- Easy to read, simplified summaries of material for people with developmental or intellectual disabilities
- Offer phone/virtual video service instead of in person
- Email
- Bell Relay Service for hearing impaired phone customers-- Bell Relay service enables callers who are deaf, hard of hearing or have speech disabilities to communicate with the hearing community via the telephone and a device called a TDD/TTY, or text telephone. A specially trained Relay Service operator reads the message typed by the TDD/TTY user to the hearing person and relays a reply back.
- Pocket Talker for hearing impaired (located at main Aurora office)
- Text messaging
- Handwrite the information
- Gestures, boards and symbols

CHATS – COMMUNITY & HOME ASSISTANCE TO SENIORS POLICY & PROCEDURE MANUAL

APPROVED BY: Chief Executive Officer

EFFECTIVE DATE: January 2010

Last Revised: April 30, 2022

Last Reviewed: March 2023

CATEGORY: Human Resources

PAGE 6 OF 6

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) CUSTOMER SERVICE STANDARD POLICY

CHATS does not have access to the following communication services/devices:

- Braille writers blind or deaf-blind (see above for accessibility features on smartphone)
- Sign language or Sign language interpreters
- Deaf-blind Intervenors