

	SUBJECT / TITLE Accessible Customer Service Plan	
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BY AUTHORITY: Corporate Manager of Human Resources Vice President of Compliance	EFFECTIVE DATE January 2014	
	REVISED DATE December 2017	

Accessible Customer Service Plan

Purpose:

All Seniors Care (ASC) is committed to excellence in serving all customers including people with disabilities. This policy is intended to meet the requirements contained in part IV.2 of the *Integrated Accessibility Standards Regulation (O. Reg 191/11)* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by the Company shall follow the principles of dignity, independence, integration and equal opportunity.

Procedure:

Assistive Devices

ASC recognizes that some customers with disabilities use assistive devices in order to access or benefit from the Company's services. The Company will use its best efforts to accommodate all assistive devices. However, if necessary, the Company will use alternate methods to provide service to customers with disabilities in a manner that takes their disability into consideration.

ASC will ensure that designated employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that takes into account their disability.

Service Animals

ASC welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If the service animal is

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legally excluded from some parts of the common areas of the premises, alternative measures will be provided to enable the person to obtain, use or benefit from the service.

If it is not readily apparent that an animal is being used as a service animal for reasons relating to the customer's disability, verification may be requested from the customer. Verification may include:

- A letter from a regulated health professional confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog school or service animal training school.

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself, for example in the form of severe allergy to the animal, ASC will make all reasonable efforts to meet the needs of all individuals.

Support Persons

ASC recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter into our premises together with the support person and will not be prevented from having access to the support person while on the premises.

When necessary, ASC may require a person with a disability to be accompanied by a support person when on the premises. Prior to making this decision ASC will:

- Consult with the person with a disability to understand their needs
- Consider the health and safety reasons based on the available evidence
- Determine if there is any other reasonable way to protect the health or safety of the person or others on the premise

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If ASC determines that a support person is required, when on premise, any payment amount in connection to the support person's admission or presence on the site shall be waived.

In situations where confidential information will be discussed, consent will be obtained from the customer, prior to any conversation where confidential information is discussed.

If the customer is paying for additional services, such as a meal or an outing, support persons may also be required to pay all or a portion of those costs at the discretion of the site.

Notice of Temporary Disruption

ASC will make every effort to notify customers with disabilities of any planned or unexpected disruption to its service or facilities. This notice will include information on the reasons for the disruption, the expected length of the disruption and a description of alternative facilities or services, if available. There may be situations where advanced notice will not be possible.

Where practical, this information will be posted on the premises. Customers with appointments will be contacted and informed of the disruption.

Training for Staff

Training will be provided to all employees, volunteers, agents and/or contractors on behalf of the ASC.

As reflected in the *Integrated Accessibility Standards Regulation (O. Reg 191/11)*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Integrated Accessibility Standards Regulation (O. Reg 191/11)*

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- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a guide dog, service dog or other service animal; or
 - Require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- ASC policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training will be provided as soon as practicable to all current employees. Training will also be provided to all new employees, volunteers, agents and/or contractor during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

The Employer will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

Feedback Process

Customers who wish to provide feedback on the way the ASC provides goods and services are asked to first bring their complaint to the Executive Director or person in charge. If they are not able to resolve your concern, we are pleased to offer you the following methods of resolving your concerns or complaints:

- Email: spinner@allseniorscare.com
- Telephone: (416) 323-3773

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- Write to our corporate head office:

175 Bloor St. E
 Suite 601, South Tower
 Toronto, Ontario
 M4W 3R8

- Website: <http://www.allseniorscare.com/contact-us/>

Complaints will be dealt with according to our organization's regular complaint management procedures.

Modifications to this or other Policies

ASC is committed to developing customer service policies that respect and promote the dignity and independence of customers with disabilities. Any policy of ASC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Notification of Availability and Format of Documents

ASC shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. Notification will be given by having this information available at each site, on the website (www.allseniorscare.com) and by any other reasonable method. Copies of these documents will also be available to employees.

Related Documentation

Accessibility Policy

Multi-year Accessibility Plan