

COMMISSIONAIRES OTTAWA POLICIES AND PROCEDURES**ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE****1. Introduction****Effective Date: 1 May 2019****Date of Creation: 1 January 2015****Responsible Directorate: DHR/SS****Technical Authority: Manager Employee Relations and Labor Relations****2. Purpose**

The purpose of this Policy is to establish guidelines on providing goods and services to customers with disabilities in accordance with Accessibility for Ontarians with Disabilities Act, 2005(AODA). This Policy has been prepared pursuant to requirements and information provided in the Accessibility for Ontarians with Disabilities Act, 2005(AODA), Ontario Regulation 429/07 Accessibility Standards for Customer Service.

3. Scope

This policy applies to all employees of *Commissionaires Ottawa*.

4. Definitions

Accommodation: means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in our services.

Assistive Device: is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.

Barriers to Accessibility: means anything that prevents a person with a disability from fully participating in all aspects of our services. This includes, but is not limited to, a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier.

Customer: is a person who uses the services of *Commissionaires Ottawa*.

Service Animal: is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a medical practitioner.

Support Person: is a person who assists or interprets for a person with a disability as they access the services of the *Commissionaires Ottawa*.

Third Party Contractors: is any person or organization acting on behalf of or as an agent of *Commissionaires Ottawa*.

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Commissionaires Ottawa is committed to providing consistent customer service to persons with disabilities by putting into practice the four key principles of dignity, independence, integration and equal opportunity.

For employee accommodations procedures and policy, refer to COPP#16 Accommodation.

5.1. Use of Service Animal

Commissionaires Ottawa is committed to welcoming customers with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties:

- a. If a customer with a disability is accompanied by a guide dog or other service animal, the customer will be permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises;
- b. If a service animal is excluded by law from the premises or it is deemed unsafe for a customer with a disability to be accompanied by a guide dog or other service animal, other measures will be made available to enable the person to obtain, use or benefit from the *Commissionaires Ottawa's* goods or services by bringing goods or services to the customer in a part of the premises where the animal is not restricted or by offering a safe location where the service animal can wait, if the customer is able to be separated from the animal while obtaining the service, and offering assistance to the person with a disability while they are separated from the service animal;
- c. *Commissionaires Ottawa* shall ensure that all staff dealing with customers are properly trained in how to interact with customers with disabilities who are accompanied by a service animal; and
- d. If another customer or a staff member has an allergy to animals, *Commissionaires Ottawa* shall make every reasonable effort to meet the needs of all individuals.

5.2. Use of Support Person

Commissionaires Ottawa is committed to welcoming customers with disabilities who are accompanied by a support person:

- a. if a customer with a disability is accompanied by a support person, *Commissionaires Ottawa* shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises;
- b. *Commissionaires Ottawa* may require a customer with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and

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- c. in situations where *Commissionaires Ottawa* has obligations under privacy laws or has issues of confidentiality or professional obligations, a support person may be requested to agree to the requirements of service just as the customer with a disability does.

5.3. Notice of temporary Disruption

Commissionaires Ottawa shall give notice of disruptions facilities or services regularly used by customers with disabilities by way of the Notice of Temporary Disruption of Service Form contained in Annex A.

The notice will be posted in a conspicuous place at the location of the disruption, on the *Commissionaires Ottawa* website or by such other method as is reasonable in the circumstances.

5.4. Training

Commissionaires Ottawa shall ensure that all persons who deal with the public receive training about the provision of its goods or services to persons with disabilities.

The training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the following topics:

- a. interacting and communicating with persons with various types of disability;
- b. how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- c. use of corporate owned assistive equipment or devices that may help with the provision of goods or services to a person with a disability (customer service staff);
- d. what to do if a person with a particular type of disability is having difficulty accessing goods or services; and
- e. our customer service policies, practices and procedures governing the provision of goods or services to persons with disabilities.

The training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Training shall maintain a training record for each person trained.

5.5. Feedback Process

Commissionaires Ottawa has established a process for receiving and responding to feedback from customers with disabilities about the manner in which it provides goods or services:

- a. feedback may be provided in person, by telephone, in writing, or online;

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- b. the Accessibility to Customers with Disabilities Feedback Form found in Annex B shall be used to collect customer feedback;
- c. a customer shall be given the opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for the location where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.;
- d. feedback may be received by any person who deals with members of the public or other third parties on behalf of *Commissionaires Ottawa*;
- e. an answer to the feedback is not mandatory, however, depending on the situation, the Supervisor and/or Manager responsible for the location may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect an answer within 15 business days; and
- f. a copy of the feedback shall be submitted to Corporate Services for monitoring and reporting purposes.

5.6. Availability of Documents

This COPP regarding Accessible Customer Service shall be available at all *Commissionaires Ottawa* facilities and will be available on the Public website. The document shall also be made available to customers upon request.




6. **Annexes:**

- Annex A Notice of temporary Disruption of Service
- Annex B Feedback Form

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NOTICE OF TEMPORARY DISRUPTION OF SERVICE FORM

This form is to be kept at all *Commissionaires Ottawa* locations and be made available to customers upon request.

  			
<p><u><i>Commissionaires Ottawa Accessibility for Customers with Disabilities</i></u></p> <p><u>NOTICE OF TEMPORARY DISRUPTION OF SERVICE</u></p> <p>(This document is available in alternate formats upon request)</p>			
DATE			
LOCATION			
TYPE OF DISRUPTION			
REASON FOR DISRUPTION			
ANTICIPATED DATES OF DISRUPTION	From:		To:
ALTERNATE FACILITIES FOR SERVICES			
CONTACT PERSON			
ADDRESS			
PHONE NUMBER			
EMAIL			

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ACCESSIBILITY TO CUSTOMERS WITH DISABILITIES FEEDBACK FORM

This form is to be kept at all *Commissionaires Ottawa* locations and made available to customers upon request.

   <p align="center"><u>Commissionaires Ottawa Accessibility for Customers with Disabilities</u></p> <p align="center"><u>FEEDBACK FORM</u></p> <p align="center">(this document is available in alternate formats upon request)</p>			
<p>Thank you for visiting <i>Commissionaires Ottawa</i>. We value all of our customers and strive to meet everyone's needs. We recognize that receiving feedback provides a valuable opportunity to learn and improve.</p>			
Date of Visit:		Time of Visit:	
Location:			
Did we respond to your customer service needs?	Yes		No
If No, please explain:			
Was our customer service provided to you in an accessible manner?	Yes		No
If No, please explain			
Optional information (complete only if you wish to be contacted)			
Preferred contact method:			
Telephone		Email:	
Name:			
Mailing Address:			
City:		Postal Code:	
<p><i>Commissionaires Ottawa</i> protects your privacy and your personal information. The personal information requested on this form is collected under the authority of Freedom of Information and Protection of Privacy Act (FIPPA) for the administration of the Corps and its programs and services. Direct any questions about this collection to the Privacy Officer, <i>Commissionaires Ottawa</i>, at 613-231-6462 Ext. 614</p>			
<p><i>Completed forms are to be submitted to the Manager of Corporate Services.</i></p>			