



<b>AODA CUSTOMER SERVICE POLICY</b>			
Subject:	Accessibility for Ontarians with Disabilities Customer Service Policy	Effective:	<b>June 30, 2021</b>
Issue to:	Employees, Contractors, Volunteers, and other applicable third parties	Page:	1 of 7
		Created:	March 13, 2021
Issued by:	Office Manager and Health and Safety Officer: Ennia Luccon	Revised:	

## 1 PURPOSE

ADR Chambers Ombuds Office (“ADRO”) strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients and visitors.

This policy has been developed to address the Accessible Customer Service Standard of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") and applies in conjunction with and should be read together with other policies that affect the provision of services to our clients and visitors.

## 2 SCOPE

The policy applies to all employees, contractors, volunteers, and other applicable third parties.

## 3 AVAILABILITY

This policy, and each of the updated versions of this policy, will be shared with employees, volunteers and others providing services on behalf of ADRO via e-mail. They will be required to acknowledge receipt and understanding of the policy. The policy will be available on ADR Chambers' server.

## 4 DEFINITIONS

“**Accessible formats**” refers to formats that are alternative to standard print and are accessible to people with disabilities, such as large print, Braille, DVDs and audio formats.

“**Communication supports**” refers to methods that assist communication and access to information for people with disabilities. Examples include plain language formats, sign language, reading out loud, captioning or using written notes to communicate.

“**Disability**” as defined under the *Ontario Human Rights Code* is:

- 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 in a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder, or;
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

## 5 RESPONSIBILITY

The Office Manager is accountable for:

- The implementation of this policy;
- Consultation with employees to review any differential impact of the policy and to recognize any barriers to implementation of the policy;
- Revision and amendment of the policy on an ongoing basis;

The Office Manager of ADR Chambers and the Assistant & Workshop Administrator of the Stitt Feld Handy Group will act as “Accessibility Coordinators for ADR Chambers Inc and each subsidiary of ADR Chambers Inc., including ADRO.

Employees, contractors, volunteers and other identified third parties must follow all procedures as set out in this policy.

Managers must ensure that employees work in compliance with policies and procedures.

## **6 PROTOCOLS**

### **6.1 Our Commitment**

We are committed to providing access to our facilities (where applicable) and delivering excellent service at all times in a way that respects the dignity and independence of all of our clients and visitors. Though ADRO's services are delivered by phone and online, the following includes our in-person accessible protocols and service standards if a person were to request in-person services from ADRO.

Our commitment to this is demonstrated in the following areas:

#### **Communication**

We are committed to making company information and feedback processes accessible to people with disabilities. In order to achieve this:

- Information will be made available in accessible formats, on request. Alternative formats are available at no additional cost and will be provided in a timely manner.
- The Accessibility Coordinator will consult with the person making the request to determine the suitability of an accessible format or communication support.
- The IASR gives flexibility to the Office Manager to determine the most appropriate accessible format or communication support, given the needs of the person making the request and the company's ability to deliver.
- If the information cannot be converted, the Accessibility Coordinator will explain why the company is unable to do so and provide a summary of the content.

We will train employees who communicate with clients on how to interact and communicate with people with various types of disabilities.

#### **Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Our employees who deal directly with clients and visitors are trained and familiar with various assistive devices used by clients with disabilities while accessing our services.

#### **Use of registered service animals and support persons**

We are committed to welcoming people with disabilities accompanied by a service

animal or a support person on the parts of our premises that are open to the public and clients. Employees dealing with the public are properly trained on how to interact with people with disabilities whom a service animal accompanies. 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.

### **Notice of temporary disruption**

We will provide notice to clients and visitors with disabilities in the event of a planned or unexpected disruption to services or office facilities. Where possible, we will post a notification on the ADRO website and at all public entrances and service counters on our premises. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any alternative facilities or services available (where applicable and if available). While we cannot provide the same guarantee in emergency temporary disruption situations, every reasonable effort will be made to give adequate notice.

### **Training**

ADRO provides training on the Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation requirements to all employees and contractors, including those who work with the public or other third parties or who are involved in the development of customer service policies, practices and procedures. Training will be provided as part of the new hire orientation process and in a way that best suits the duties of the company member and will be refreshed where there are changes to the policies. Training will take place as soon as is practicable and a record will be maintained of the training provided and to whom. Training will be provided on an ongoing basis to reflect changes made to our policies, practices and procedures governing the provision of services to persons with disabilities.

## **6.2 Procedures**

The following processes should be followed, where possible, to ensure that the company is prepared to receive clients/visitors with disabilities and accommodate their needs in advance of coming to our offices. Though ADRO's services are delivered by phone and online, the following includes our in-person procedures and service standards if a person were to request in-person services from ADRO.

### **6.2.1 Communication and Assistive Devices**

When you become aware of a client/visitor with a disability coming into our offices, please contact the Ombudsman who will inform the Office Manager and provide her with the details of what equipment is needed for the client/visitor and/or what requests were made.

Requests for documents to be provided in alternate formats (e.g., large print, Braille) should be handled directly by the meeting organizer/host. In the event that a document conversion is required which cannot be performed onsite (e.g., braille), please contact the Office Manager, who will make every reasonable effort to source an external provider to assist in the conversion.

With the support of the Office Manager, the meeting organizer will make every reasonable effort to source and coordinate any requested equipment and services for clients/visitors with disabilities.

If a telephone relay service is requested for communicating with a client who may be deaf, oral deaf, deafened or hard of hearing, the Office Manager will provide the number to the meeting organizer/host to access the service. The Relay Service number is 1-800-855-0511. When this number is called, the operator will then contact the client to begin the conversation.

### **6.2.2 Notice of Disruption**

In the event of a disruption to our services or office facilities, the following steps will be taken:

- Building management will notify the Office Manager of any disruption of service which may impact access to our office tower.
- The Office Manager will notify the Boardroom Bookings staff of the disruption and advise of an alternative route to access our office if one is available. The notice of disruption will also be posted on the ADRO's website.
- All employees will be advised via e-mail and provide the following information:  
Where the disruption is taking place,
  - Provide an alternative route (if possible),
  - Provide information regarding length of delay (if possible),

- Meeting organizers/hosts will contact the client/visitor directly and provide the details listed above.

### **6.2.3 Emergency Response Procedures**

ADRO will provide, upon request, all existing emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, in a timely manner, on request.

### **6.2.4 Registered Service Animals**

- When you become aware of a client/visitor with a disability coming to our offices with a registered service animal, please notify the Office Manager and Reception.
  - The Office Manager will have available and offer the client/visitor a water and food bowl for the service animal (food will not be provided).
  - The Office Manager will advise clients/visitors with a service animal that the relief zone for the animal is located outside the premises of the building.

### **6.2.5 Support Persons**

When you become aware of a client/visitor with a disability coming to our offices with a support person, please notify the Office Manager and Office Administrator at Reception, and note, if the support person will be present during the meeting or will require a separate waiting area. The Office Administrator will arrange a separate waiting area if required.

If a support person is required to be present during a meeting, the meeting organizer/host will be responsible for issuing a confidentiality agreement to be signed by the support person, if deemed necessary.

### **6.2.6 Difficulty accessing our services**

If a client or visitor is having difficulty accessing our services, please contact the Office Manager for assistance.

### **6.2.7 Billing**

We are committed to providing accessible invoices to all of our clients. Upon request, invoices will be provided in hard copy, large print or e-mail. We will answer any questions clients may have about the content of the invoice in person, by telephone or by e-mail

## **7 CUSTOMER SERVICE FEEDBACK**

The ultimate goal of ADRO is to meet and surpass client expectations while serving clients with disabilities. We appreciate and welcome any feedback on how we could better meet our clients' needs and expectations regarding this policy and its implementation. Feedback regarding the way ADRO provides services to persons with disabilities can be made:

In-person at:

180 Duncan Mill Rd  
North York ON M3B 1Z6

By telephone at:  
1.800.941.3655

In writing to:

P.O. Box 1006, 31 Adelaide St. E., Toronto, Ontario M5C 2K4

Attention: Office Manager and Health and Safety Officer: Ennia Lucon

Electronically to: [\\_ombudsman@adr.ca](mailto:_ombudsman@adr.ca)

## **8 MODIFICATIONS TO THIS OR OTHER POLICIES**

We are committed to developing client 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 ADRO that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **9 QUESTIONS ABOUT THIS POLICY**

This policy exists to achieve service excellence for clients with disabilities. The Office Manager will be responsible for answering any questions about the policy or explaining the purpose if it is not understood. The Office Manager can be contacted at email [reception@adr.ca](mailto:reception@adr.ca) or telephone numbers 416-362-8555 x 200.