



NIAGARA INA GRAFTON GAGE VILLAGE

CORPORATE MANUAL

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1.0 POLICY

- .1 Niagara Ina Grafton Gage Village (NIGGV) is committed to being responsive to the needs of all its clients and visitors. To do this, the organization must recognize the diverse needs of all the organization's clients and visitors by striving to provide services and facilities that are accessible to all. As a provider of goods and services, NIGGV is committed to ensuring its goods and services are provided in an accessible manner.
- .2 NIGGV shall promote accessibility through the development of policies, practices and procedures that consider people with disabilities. To do this, NIGGV shall make reasonable efforts to ensure the policies, practices and procedures address dignity, independence, integration, and equal opportunity.

2.0 PRINCIPLES

- .1 Reasonable efforts shall be made to ensure the following:
 - a) that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
 - b) the provision of goods and services to persons with disabilities shall be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services; and
 - c) persons with disabilities shall be given an equal opportunity to obtain, use and benefit from the goods and services.

3.0 DEFINITIONS

- .1 For the purpose of this policy "disability" is defined according to the Accessibility for Ontarians with Disabilities Act, 2005, as:
 - a) 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, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - b) a condition of mental impairment or developmental disability;

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- c) learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Work Safety and Insurance Act, 1997.

.2 For the purpose of this policy, a “service animal” is defined as either:

- a) a “guide dog”, as defined in the Blind Persons Rights’ Act, Section 1; or
- b) a “service animal” for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability,
 - i) if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or,
 - ii) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

.3 For the purpose of this policy, a “support person” is defined as:

- a) another person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to good or services.

.4 For the purpose of the policy, “staff” is defined as:

- a) employees, volunteers, agents and others, working for NIGGV.

4. PROCEDURES AND PRACTICES

.1 Communication

- a) Communication with people with disabilities shall be conducted in ways that take into consideration their disability.
- b) NIGGV shall ensure that staff who communicate with customers and third parties are trained on how to interact and communicate with people with various types of disabilities.
- c) NIGGV shall offer a variety of communication methods for people to access its goods and services to allow individuals to select the method most accessible to them; e.g. telephone, email, mail, in person.

.2 Formats of Documents and Information

- a) Upon request, NIGGV shall provide documents (e.g. forms, print materials, bills, etc.) or the information contained within the documents in formats that take into account a person’s disability.

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- b) The timeframe to the conversion process of the original document shall vary depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner with consideration of these factors.
- c) If a customer requires information in a document before a conversion can take place, the information shall be communicated in a way that is accessible to the customer.
- d) Customers shall not be charged fees for documents in alternative formats that exceed the fees charged for the document in its original state.

.3 Assistive Devices

- a) NIGGV welcomes persons with disabilities to use their own personal assistive devices to obtain, use or benefit from services offered by the organization.
- b) If a person with a disability is unable to access the organization's services through the use of their own personal assistive device, NIGGV shall ensure the following measures are taken:
 - i) assess service delivery and potential service options to meet the needs of the individual; and
 - ii) identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis.
- c) NIGGV shall ensure staff are trained on the use of assistive devices available for their customers at the location(s) in which they provide service.

.4 Use of Service Animals and Support Persons

- a) NIGGV is committed to welcoming people with disabilities who are accompanied by a service animal.
- b) NIGGV is committed to ensuring staff and volunteers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) NIGGV is committed to welcoming people with disabilities who are accompanied by a support person.
- d) Any person with a disability who is accompanied by a support person shall be allowed to enter all areas of the premises with his/her support person. At no time shall 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 the premises.

.5 Notice of Temporary Disruption

- a) All service areas at NIGGV shall provide customers with appropriate notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities.
- b) The notice shall include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

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.6 Training for Staff

- a) NIGGV shall provide training to all employees, volunteers and others who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.
- b) Training shall be provided to all employees, volunteers and part time, seasonal and contract employees. This training shall be provided as a condition of employment to all new staff and on an on-going basis to ensure all staff remain current with any policy or procedural changes as it relates to the AODA.
- c) Training may be available in accessible formats and in multiple formats. (i.e. in class sessions, presentations, brochures, etc.)
- d) The training shall include:
 - i) the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
 - ii) how to interact and communicate with people with various types of disabilities;
 - iii) how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
 - iv) how to use the assistive devices available on the premises that may assist with the provision of goods or services to people with disabilities;
 - v) what to do if a person with a disability is having difficulty accessing goods and services provided by the organization; and
 - vi) current policies, practices and procedures relating to the customer service standard.

.7 Feedback Process

- a) NIGGV strives to meet and surpass client/customer expectations while serving customers with disabilities.
- b) NIGGV welcomes comments on the services provided and how well expectations are being met.
 - i) Feedback regarding the way NIGGV provides goods and services to people with disabilities can be made by contacting the CEO.
 - ii) A response back to the customer that the concern has been received shall be provided within five (5) business days.
 - iii) Acknowledgement regarding the outcome shall follow within ten (10) business days of receiving the concern.
 - iv) Feedback may be provided by email, verbally, in writing or in person by setting up an appointment.

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.8 Documentation and Review

- a) A copy of this document shall be kept in electronic form and paper form for employee reference.
- b) A copy of this document shall be available to the public on the NIGGV website as well as available in alternative formats upon request.
- c) Review and amendments of this document shall be the responsibility of the CEO.