



Catholic Children's Aid Society of Toronto

OPERATING DOCUMENTS

GOVERNANCE/ADMINISTRATION

Legislation, CCAS Governance Policy, Procedures: 00:08:02 - Accessibility for Ontarians with Disabilities, Customer Service Standard, Ontario Regulation 429/07

Active

Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disability Act, 2005 (AODA) is a Provincial Legislation that was created for the purpose of developing, implementing and achieving accessibility standards for persons with **disabilities** with respect to goods, services, facilities, accommodation, employment, buildings, structures on or before January 1, 2025.

The Ontario Regulation 429/07 entitled “**Accessibility Standard for Customer Service**” came into force on January 1, 2008 and applies to designated public sector organizations on and after January 1, 2010 and to other providers of goods and services on and after January 1, 2012.

Part I - Interpretation states the following:

Purpose

1. Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,
 - (a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
 - (b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards. 2005, c. 11, s. 1.

Definitions

2. In this Act,
 - “accessibility standard” means an accessibility standard made by regulation under section 6; (“norme d’accessibilité”)
 - “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”)
 - “director” means a director appointed under section 30; (“directeur”)
 - “disability” means,
 - (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, muteness or speech impediment, or 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 a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or 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 *Workplace Safety and Insurance Act, 1997* ; (“handicap”)
- “Minister” means the Minister of Citizenship and Immigration or whatever other member of the Executive Council to whom the administration of this Act is assigned under the *Executive Council Act* ; (“ministre”)
- “organization” means any organization in the public or private sector and includes,
 - (a) the Government of Ontario and any board, commission, authority or other agency of the Government of Ontario,
 - (b) any agency, board, commission, authority, corporation or other entity established under an Act,
 - (c) a municipality, an association, a partnership and a trade union, or
 - (d) any other prescribed type of entity; (“organisation”)
- “prescribed” means prescribed by regulation; (“prescrit”)
- “regulations” means the regulations made under this Act, unless the context indicates or requires otherwise; (“règlements”)
- “Tribunal” means, with respect to an appeal of an order made by a director under this Act, the tribunal designated by the Lieutenant Governor in Council under section 26 for the purposes of hearing that appeal. (“Tribunal”) 2005, c. 11, s. 2; 2009, c. 33, Sched. 8, s. 1.

Recognition of existing legal obligations

3. Nothing in this Act or in the regulations diminishes in any way the legal obligations of the Government of Ontario or of any person or organization with respect to persons with disabilities that are imposed under any other Act or otherwise imposed by law. 2005, c. 11, s. 3.

PART II APPLICATION

Application

4. This Act applies to every person or organization in the public and private sectors of the Province of Ontario, including the Legislative Assembly of Ontario. 2005, c. 11, s. 4.

Crown bound

5. This Act binds the Crown. 2005, c. 11, s. 5.

For more information about the Accessibility for Ontarians with Disability Act, 2005, visit:

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

For more information about the Accessibility Standard for Customer Service, Ontario Regulation 429/07 visit:

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm

CCAS OPERATIONAL POLICY:

This policy in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07, will be effective immediately, and will address the following

- Providing goods and services
- The use of assistive devices
- The use of service animals
- The use of support persons and admission fees
- Notice of temporary disruption

POLICY:

The Catholic Children's Aid Society is committed to an organizational climate that strives to provide goods and services in a way where individuals are treated with dignity, respect, integration, equal opportunities and independence of person with disabilities. The Society is also committed to ensuring that our children, youth and their families with disabilities receive accessible goods and services as others receive and in an effective and timely manner.

We are committed to:

- *communicate with persons with disability in ways that will take into consideration their disability.*
- *provide accessible telephone service*
- *ensure invoices and other billing detail is accessible*
- *facilitate persons who require the use of assistive devices*
- *support persons with disabilities who are accompanied by a service animal*
- *provide notice in the event of a planned or unexpected disruption*
- *listen and welcome feedback from all clients, employees, volunteers and/or other members of the public on this policy.*

Who and what is covered by the policy

This Policy applies to all employees, Board Members, students, volunteers, foster care and community care givers, and every other person or organization that interact with children, youth and their families, on behalf of the Catholic Children's Aid Society of Toronto and the Society will provide the appropriate training in customer service.

DEFINITIONS

Disability

The Accessibility for Ontarians with Disability Act, 2005 uses the same definition of "disability" as the Ontario Human Rights Code.

For more information about the Ontario Human Rights Code, visit: www.ohrc.on.ca, and click

on "The Code" under the Resources Section of the website.

Service Animal

A service animal is an animal that are used by persons with many different disabilities. An example would include a guide dog and animals trained to alert an individual to an oncoming seizure and lead them to safety.

Support Person

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical care, medical needs or access to goods or services.

Personal Assistive Devices

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting.

AODA Procedures

PROVIDING GOODS AND SERVICES

We are committed to providing quality services by performing our responsibilities and training our staff to conduct themselves in a respectful manner that takes into consideration a person's disability in the following areas:

Communications

- *We will make original communication more accessible (larger font, print copies)*
- *We will answer any questions people may have about the content of documents(ie general correspondence, letters, email) in person, by phone or other as requested*

Telephone Services

- *We will communicate with our clients, children, youth and their families over the phone in a respectful manner, including but not limited to, clear and plain language, speaking clearly and slowly and repeating when asked*
- *We will offer TTY services if telephone communication is not suitable to a client's communication needs*

Use of Assistive Devices

- *We are committed to training our current and new employees and all others who communicate, on behalf of the Society, with persons with various types of disabilities to ensure they are familiar with various assistive devices that may be used while accessing our goods and services*
- *We will also ensure that employees know what assistive devices are available on our premises for customers (TTY)*

Use of Service Animals

- *We will make every effort to accommodate when a person requires a service animal and to ensure that the environment will allow for the individual to effectively maintain their relationship with the animal. If a service animal is excluded by law from the premises, the Society shall*

ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

- *We will train our employees, and all others, who interact on behalf of the Society on proper interaction to avoid touching or addressing the animal – the animal is working and as to pay attention at all times; Not to make assumptions about the service animal, not all animals wear special collars or harnesses; if unsure we are to ask*
- *The person with the disability will be responsible for ensuring the care and supervision of their service animal. No employee and/or others who interact on behalf of the Society are responsible for the care of the service animal.*

Use of Support Persons and Admission Fees

- *Any person with a disability who is accompanied by a support person will be allowed to access the Society goods or services*
- *Fees will not be charged for support persons for admission in any capacity, unless those persons are procuring services for which a fee is normally charged*

Notice of Temporary Disruption

- *A notice regarding a temporary disruption will include information about the reason for the disruption; its anticipated duration and a description of alternative facilities or services, if available. The notice will be posted in conspicuous locations on our premises (entrances and when appropriate on the Society's website, <http://ccas.toronto.on.ca/>)*
- *The Society may not be able to provide the same guarantee in an emergency or temporary disruption situation; every reasonable attempt will be made to give proper notice. In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible. Alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.*

FEEDBACK PROCEDURE

Feedback may be submitted in person or in writing as follows:

- *The Society maintains a feedback process for receiving and responding to feedback. Feedback may be provided in the manner deemed most convenient to them such as in person, by telephone, through the Society's website, in writing or by delivering an electronic text by E-mail or on diskette or otherwise.*
- *Feedback may be submitted to the Director, Human Resources or designate at 416-395-1658, sending an E-mail to HRS@TorontoCCAS.ca or by making an appointment to provide feedback in person.*
- *For individuals who have left contact information and if contact has been requested, the Director, Human Resources or designate will respond to the request within 10 business days. The Director Human Resources or designate will document and track all feedback/comments.*
- *The Director, Human Resource Services or designate will also answer questions about the collection, use and disclosure of personal information by the Society taking into account the Society's policies and procedures regarding confidentiality.*
- *All feedback will be reviewed on an annual basis or earlier if necessary for possible action that can be taken to improve Society services. The response to feedback will be in a format that is accessible to the person with a disability.*
- *A document describing the feedback process will be available, upon request to any person.*
- *Information regarding the Society's feedback process may be found on the Society's website <http://ccas.toronto.on.ca/>*

COPIES OF THIS POLICY

This policy and any other document related to the delivery of services shall be made available, upon request, in a format that takes into account the person's disability. Notwithstanding the above, this policy

will be made available on the Society's website.

CROSS-REFERENCES ?

- 04-12-01 Policy: Employee Relations
- 04-08-01 - Policy: Expectation of Employee
- 04-08-09A - Policy Conflict of Interest
- 04-08-09B Standard Conflict of Interest
- 04-08-09C Guidelines: Examples of Conflict of Interest
- 04-12-12A Policy Prevention of Harassment & Discrimination
- 04-02-01 Policy Equity
- 04-02-02 Policy Employment Equity
- 04-02-03 Standard Employment Equity

SUPPLEMENTARY DOCUMENTS:

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Ontario Regulation 429/07 – Accessibility Standards for Customer Service

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Guide: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Training Resource: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Accessibility Standard for Customer Service (training resources): Access ON

Human Rights Code (Ontario) <http://www.ohrc.on.ca/en>

ORIGINAL APPROVAL DATE 01/03/2013

APPROVED Executive Director
BY:

REVIEWED:

MOST RECENT REVIEW
DATE:

REVIEWED
BY:

REVISION:

CURRENT REVISION
EFFECTIVE DATE:

REVISED BY:

APPROVED
BY:

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