



## STAFF POLICY and PROCEDURE OPERATIONS MANUAL

<b>POLICY SECTION:</b>	Human Resources	<b>POLICY NO:</b>	Policy 1.33
<b>POLICY NAME:</b>	Accessible Customer Service Standard	<b>EFFECTIVE DATE:</b>	September 2013
<b>PREVIOUS POLICY NAME</b>		<b>REVISION DATE(S):</b>	December 2017 July 2019 December 2023
<b>JHSC Approved</b>	December 19, 2023	<b>CONTACT:</b>	Human Resources

### 1.0 POLICY

Ontario Nurses' Association (ONA) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and will uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) 2005, and its associated standards and regulations.

### 2.0 SCOPE

This policy is directed towards all those who are employed by ONA and for all members of the public who use our programs and services.

### 3.0 POLICY STATEMENT

AODA was enacted to ensure that goods and services provided are accessible to people with disabilities, and that persons with disabilities are treated with respect, dignity and have equitable access.

The purpose of this policy is to break down barriers and increase accessibility for persons with disabilities in organizations that provide goods or services either directly to the public or to other organizations.

ONA is committed to the principles of independence, dignity, integration and equality of opportunity for persons with disabilities.

ONA will strive at all times to provide our services in a way that respects the dignity and independence of persons with disabilities.

ONA is committed to providing service excellence and that everyone should be treated with courtesy and made to feel welcome and their needs respected. ONA's commitment to our employees, members and the public is to ensure our programs and services are delivered in a way that reflects our vision of respect, strength and unity.

All employees, contractors and volunteers will communicate with people with disabilities in ways that take into account their disability.

## **4.0 POLICY DETAIL**

A disability can be of different severities and can be visible or non-visible. Disabilities can have effects that may come and go.

In accordance with the Customer Service Standards, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices;
- The Use of Guide Dogs, Service Animals and Service Dogs;
- The Use of Support Persons;
- Notice of Service Disruptions;
- Customer Feedback;
- Training;
- Notice of Availability and Format of Required Documents.

## **5.0 DEFINITION**

**AODA defines a disability as:**

- 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;
- A condition of mental impairment or 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;
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

## **6.0 ROLES AND RESPONSIBILITIES**

### **6.1 ONA will ensure:**

- All employees and volunteers will be trained on how to provide accessible customer service;
- All employees, contractors and volunteers who provide service in our locations in Ontario will serve individuals with disabilities who are accompanied by a service animal;
- All employees, contractors and volunteers will welcome and serve people with disabilities who are accompanied by a support person and work with the support person to provide access to our services.

## **7.0 STANDARDS AND PROCEDURES**

### **7.1 The Provision of Goods and Services to Persons with Disabilities**

ONA will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and communicating in a manner that takes into account the customer's disability.

## **7.2 The Use of Assistive Device(s)**

### Customer's Own Assistive Device(s):

- Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by ONA;
- In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services; for example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and employees.

## **7.3 The Use of Guide Dogs, Service Animals and Service Dogs**

ONA will ensure that all employees, contractors and volunteers allow a person with a service animal on the premises (unless prohibited by law). Persons with disabilities must ensure that the service animal stays with them at all times and remains under their control. Employees are not permitted to touch the service animal at any time. ONA will explore and implement options to minimize the risk to the health and safety of other persons where the service animal may pose a risk (i.e. allergies) while the individual is accessing our services.

## **7.4 The Use of Support Persons**

A support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services. ONA will ensure that the person with a disability has access to their support person while on ONA premises, and has access to their support person while receiving services.

## **7.5 Notice of Service Disruptions**

ONA will provide notice in the event of a planned or unexpected disruption to the facilities or services accessed by people with disabilities, i.e. elevators. This notice will include information about the reason for the disruption, the anticipated duration and the descriptions of alternate facilities or services if available. If required, a list of self-identified persons with disabilities will be kept and all reasonable efforts will be made to contact each person and individually inform them of the disruption. The notice will be placed on

public entrances, and a voicemail communication will be placed on the telephone line. A notice of disruption will also be posted on the organization's website.

## **7.6 Customer Feedback**

ONA shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by way of this policy. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Customers can submit feedback to:

Contact: Human Resources Department

Phone: 416-964-8833

Address: Ontario Nurses' Association  
85 Grenville St., Suite 400  
Toronto, ON  
M5S 3A2

Email Address: [HumanResources@ona.org](mailto:HumanResources@ona.org)

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **7.7 Training**

Human Resources will prepare and ensure that training is delivered to all employees and volunteers regarding AODA Customer Service Standards according to their needs/duties.

Training will be provided during the on-boarding of new employees, as well as once per year and/or on an ongoing basis, whenever changes are made to relevant policies, procedures, practices, standards and amendments to the Act.

### **Training will include:**

- The purposes of the AODA and the requirements of the customer service standard;
- How to interact and communicate with persons of various types of disabilities;
- How to interact and assist with persons with disabilities who use an assistive device or require assistance of a service animal or support person;
- Who to contact if a person is in need of an assistive device;
- How to learn about the use of various assistive devices;
- What to do if a person with a disability is having difficulty in accessing ONA services;
- Employees, volunteers and contractors will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities;
- A record of the dates on which training is provided and the individuals who receive the training;

- Training is provided as changes are made to the policy and AODA, and is refreshed on a yearly basis.

## **7.8 Notice of Availability and Format of Required Documents**

ONA shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and/or operated by ONA, the ONAs website and/or any other reasonable method.

## **8.0 ADMINISTRATIVE PROCESS**

If you have any questions or concerns about this policy or its related procedures please contact:

Contact: Human Resources Department

Phone: 416-964-8833

Address: Ontario Nurses' Association  
85 Grenville St., Suite 400  
Toronto, ON  
M5S 3A2

Email Address: [HumanResources@ona.org](mailto:HumanResources@ona.org)

This policy and its related procedures will be reviewed as required in the event of legislative changes, or changes to the organizations procedures.