

AODA (3) - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy



This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Customer Service Standards set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 a developmental disability;
- A learning disability, or 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*.

Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability: A member of the College of...
 - Audiologists and Speech-Language Pathologists of Ontario;
 - Chiropractors of Ontario;
 - Nurses of Ontario;
 - Psychologists,
 - Registered Psychotherapists & Mental Health Therapists, ON
 - Occupational Therapists of Ontario;
 - Optometrists of Ontario;
 - Physicians and Surgeons of Ontario;
 - Physiotherapists of Ontario;

Service Dog – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Guidelines

A. The Provision of Goods and Services to Persons with Disabilities

Linwell Gardens Ltd 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.

B. The Use of Assistive Devices

Customer's Own Assistive Device(s): Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Linwell Gardens Ltd.

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.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Recognizing a Guide Dog, Service Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Linwell Gardens Ltd may request verification from the customer.

Care and Control of the Animal: The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Linwell Gardens Ltd will make all reasonable efforts to meet the needs of all individuals.

D. The Use of Support Persons

If a customer with a disability is accompanied by a support person, Linwell Gardens Ltd will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Linwell Gardens Ltd. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Linwell Gardens Ltd's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible. When disruptions occur Linwell Gardens Ltd will provide notice by posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption.

F. Customer Feedback

Linwell Gardens Ltd will provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Customers can provide feedback verbally (in person or by telephone) or written (hand written, delivered, or email). Customers can submit feedback to:

Luisa Vanegas – Human Resources
Phone Number: (905) 563-6383 ext.243
Mail: 4760 Lincoln Ave P.O. BOX 241 Beamsville, ON L0R 1B3
Email: luisa@linwellgardens.com

Customers who wish to provide feedback by completing an onsite customer feedback form, can do so at the main office.

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

G. Training

Regardless of the format, the employees' training will cover a review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*; the requirements of *the Customer Service Standards*; Instructions on how to interact and communicate with people with various types of disabilities; Instructions on what to do if a person with a disability is having difficulty accessing your services; Linwell Gardens Ltd's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

H. Notice of Availability and Format of Documents

Linwell Gardens Ltd shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format, that considers the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Linwell Gardens Ltd, and/or in the company's website.

I. Administration

If you have any questions or concerns about this policy or its related procedures please contact: Human Resources, luisa@linwellgardens.com

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

***Note: This policy is current to the July 1, 2016 changes to accessibility legislation. The policy may have to be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.**