

Accessibility	3.0 Customer Service Policy
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Version: 1.00
 Date Policy Issued: December 5, 2011
 Date Policy Revised: N/A
 Date Policy Approved by Senior Management: December 5, 2011
 Date Policy to be Reviewed: Annually

Quality Dimensions:	<ul style="list-style-type: none"> ▪ Accessibility ▪ Consumer-Centered Services ▪ Safety ▪ Worklife 	Applies to:	<ul style="list-style-type: none"> ▪ Consumers ▪ Staff ▪ Management ▪ Administration ▪ Volunteers ▪ Agency Staff
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PACE Independent Living is committed to excellence in serving all customers including people with disabilities.

POLICY STATEMENT

PACE Independent Living has established this Accessibility Policy to ensure the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This Policy is consistent with the principles of the philosophy of independence and dignity of risk as outlined in PACE’s Philosophy Policy (1.2, SSM) and PACE’s Consumer Rights and Responsibilities (1.3, SSM).

PACE will make every attempt to keep these policies and procedures up to date. PACE will let staff know when changes have been made to the manual.

This policy will be reviewed and revised as necessary.

SCOPE & DEFINITION

This Policy applies to all customer service procedures:

1. Assistive Devices – Persons with disabilities may use an assistive device and PACE will ensure that staff are familiar, willing and able to assist/use any assistive devices that a person may need, such as TTY (for communication).
2. Communication – Some persons with disabilities may not use speech or reading as their primary method of communication and will be willing to provide materials in different formats such as large print, auditory or with the use of some type of augmentative communication devise such as a Bliss board, dynavox to accommodate these individuals.
3. Service Animals – If a person with a disability uses a service animal, such as a guide dog, the animal will be permitted on the premises of PACE unless the animal is not permitted, in keeping with other laws, and then the PACE staff will suggest appropriate alternatives.
4. Support Persons – If a person with a disability has an attendant or other support person with them the person will be permitted to accompany them on the premises.

5. Disruption of Services – If for any reason there is a planned or unexpected disruption to the access (elevators) to the PACE premises, Head Office or one of the projects, there will be notice given as soon as possible. This notice will be posted on the website, voicemail and in writing, and will include the anticipated length of time and if appropriate possible alternatives.
6. Training – PACE provides training/orientation to all staff and volunteers who provide customer service. This training will be in keeping with our overall orientation and training program that is encompassed within our Policy and Procedures. The training includes, but is not limited to, interaction with persons with disabilities; use of equipment; PACE policies/procedures; Health and Safety; Conflict Resolution and Documentation.
7. Feedback – Any customer that wishes to provide feedback on the way PACE provides services to people with disabilities can do so by contacting PACE directly (Office Manager, 416.789-7806) as well as through the Complaint Policy. Feedback will be forwarded to the appropriate person, dependent on the nature of the complaint, or as named in the written Complaint. Individuals can expect to hear back within ten (10) business days.

RESPONSIBILITIES

Agency

PACE will ensure that they:

- Educate staff about the AODA, 2005 and Accessibility through training at orientation and periodically thereafter.
- Assess the program annually in conjunction with the Legislation and Guidelines.
- Review and update the policy on an annual basis.
- Communicate changes to the policy with staff and consumer.

Management

Management will ensure that they:

- Follow the Procedures of the Accessibility Policy.
- Enforce the Accessibility Policy.

EXCEPTIONS

Not applicable.

PACE RELATED POLICIES & DOCUMENTATION

Administrative Policy Manual:

- PACE's Policy
- Consumer Rights and Responsibilities
- Complaint Policy
- Ethics Policy
- Anti-Harassment Policy
- Quality Policy

Forms:

- Complaint Form

LEGISLATION & EXTERNAL DOCUMENTATION

- Canadian Charter of Rights and Freedoms
- Ontario Human Rights Code
- Ontarians with Disabilities (ODA), 2001
- Accessibility for Ontarians with Disabilities Act (AODA), 2005