



Customer Service Policy

Accessibility for Ontarians with Disabilities Act, 2005

Department	Document Number	Organizational Scope	ICES Site	IPC Scope
Human Resources	600HR-ER-004	ICES Site-Specific	ICES Central	N/A
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July 2014	November 2023	Triennial	November 2026	N.A
Authority (Title)		Policy Owner (Title)		
CEO		Director, Human Resources		
Required Reviewers (Titles)				
Sub-Executive Team				

Please refer to the [glossary](#) for terms and definitions.

1.0 PURPOSE

1.1 This policy is to provide guidance to **ICES Employees** regarding how to identify, remove, and prevent barriers and how to increase accessibility for persons with disabilities. This policy addresses the Customer Service Standard in the *Accessibility for Ontarians with Disabilities Act* (AODA), 2005.

2.0 SCOPE

2.1 This policy applies to all **ICES Employees**, faculty, and students.
2.2 The *ICES Accessibility Policy* and *Multi-Year Accessibility Plan* will be reviewed and updated at least once every five years. Both documents will be posted on the organization's website and will be provided in an accessible format, upon request.

3.0 ROLES AND RESPONSIBILITIES

4.0 DETAILS

4.1 ICES is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The organization believes in integration, equal opportunity, access, and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by ensuring compliance with Ontario's accessibility laws and by identifying, preventing and removing barriers to accessibility.

4.2 Providing goods and services to persons with disabilities



Customer Service Policy

Accessibility for Ontarians with Disabilities Act, 2005

4.2.1 ICES is committed to excellence in providing accessible and inclusive customer service. As such, we are committed to providing goods and services to people with disabilities while meeting the same standards of quality, timeliness, and excellence.

a. Communication

- i. ICES is committed to providing its communication and information in an accessible manner. We will communicate with persons with disabilities in ways that take into account their disability and accommodation requests.
- ii. We will train staff on how to interact and communicate with people with various types of disabilities.

b. Telephone services

- i. We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- ii. Wherever possible, we will offer to communicate with customers through methods that meet their accommodation requests, including by telephone, e-mail, message relay services, or in person.

c. Assistive devices

- i. We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained on how to interact with persons with disabilities who use an assistive device or who require the assistance of a guide dog or other service animal or the assistance of a support person while accessing our goods or services.

d. Billing

- i. We are committed to providing accessible invoices to all of our customers. Upon request, invoices will be provided in an alternate format, including hard copy, large print or e-mail.
- ii. We will respond to questions from customers regarding the content of their invoice, with customer responses provided in accessible or alternate formats, including in person, by telephone or e-mail.

4.3 Use of service animals and support persons

4.3.1 We are committed to welcoming persons with disabilities who are accompanied by a service animal [see ICES Accessibility Glossary for definition] on the parts of our premises that are open to the public and other third parties. We will ensure that all staff are trained in how to interact with persons with disabilities who are accompanied by a service animal.

4.3.2 We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter ICES's premises with their support person. If a person with a disability is accompanied by a support person, ICES will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises

4.4 Notice of temporary disruption



Customer Service Policy

Accessibility for Ontarians with Disabilities Act, 2005

- 4.4.1 ICES will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.
- 4.4.2 This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.
- 4.4.3 The notice will be placed at all public entrances and service counters on our premises.

4.5 Feedback process

- 4.5.1 ICES remains committed to meeting and exceeding all customer expectations, including those of persons with disabilities. Comments regarding how well customer expectations, accessibility needs, and accommodation requests are being met are welcome and appreciated.
- 4.5.2 Feedback regarding the way ICES provides goods and services to persons with disabilities can be provided through various methods, including by telephone, e-mail, message relay services, or in person. All feedback will be directed to Human Resources. Customers can expect to receive a response to their feedback within 5 business days.

4.6 Training

- 4.6.1 ICES is committed to training all employees, faculty and students on Ontario's accessibility laws, including the AODA and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities. ICES will ensure that training is provided on information and responsibilities as they relate to specific roles and duties of employees, faculty and students. ICES maintains a training record for all staff.
- 4.6.2 New employees will be trained within the first week of employment. All employees will be trained when changes are made to the *ICES Accessibility Policy*.
- 4.6.3 ICES will also ensure that the following individuals confirm they have received AODA training:
 - a. All persons who participate in developing ICES's policies; and
 - b. All persons who provide goods, services or facilities on behalf of ICES.
- 4.6.4 Training will include the following topics:
 - a. The purposes of the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005 and the requirements of the *Customer Service Standard*;
 - b. How to interact and communicate with people with various types of disabilities;
 - c. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
 - d. What to do if a person with a disability is having difficulty in accessing ICES's goods and services; and
 - e. ICES's policies, practices and procedures relating to the Customer Service Standard.
- 4.7 Staff will also be trained on an ongoing basis when changes are made to these **Policies**, practices and **Procedures**.

5.0 RELATED DOCUMENTATION

- 5.1 Policies



Customer Service Policy

Accessibility for Ontarians with Disabilities Act, 2005

5.1.1 ICES Accessibility Policy

5.2 Standards

5.2.1 *Accessibility for Ontarians with Disabilities Act* at <https://www.ontario.ca/laws/statute/05a11>

5.2.2 *Workplace Safety Insurance Act* at <https://www.ontario.ca/laws/statute/97w16>

5.2.3 *Ontario Human Rights Code* at <https://www.ontario.ca/laws/statute/90h19>

5.3 Procedures

5.4 Guidelines

5.5 Tools

5.5.1 ICES Notice of Temporary Disruption form

5.5.2 ICES Accessibility Feedback and Complaints form

5.5.3 *ICES Accessibility Policy and ICES Accessibility Glossary*, at <https://www.ices.on.ca/About-ICES/Accessibility>

5.5.4 *ICES Multi Year Access Plan*

6.0 TRAINING AND COMMUNICATION

6.1 **Policies, Standards, and Procedures** are available on the **ICES Intranet**.

6.2 This **Policy** and any administrative **Procedures** are communicated to all **ICES Agents** across the **ICES Network** during onboarding and on a yearly basis. **Policy** awareness is also supported and promoted by the **Policy Owner**.

6.3 Once new **Policies** and **Standards** are published to the **ICES Intranet**, they are communicated to **ICES Employees** in the weekly email with the organization's internal updates.

6.4 For questions about this policy or accessibility at ICES, contact:

Human Resources Department

V1 06, 2075 Bayview Avenue, Toronto, Ontario M4N 3M5

Phone 416-480-4055 Fax 416-480-6048

Email human.resources@ices.on.ca

7.0 COMPLIANCE AND ENFORCEMENT

7.1 **ICES Agents** must comply with all applicable ICES **Policies, Standards, and Procedures**.

7.2 ICES is committed to ensuring its compliance with all AODA requirements applicable to ICES.

7.3 We will train our employees and volunteers on accessibility as it relates to their specific roles and ensure that organizations that ICES works with have confirmed that they are AODA compliant.

7.4 We will modify or remove any existing ICES policies that do not respect and promote the dignity and independence of people with disabilities.

8.0 EXCEPTIONS

8.1 Any exceptions requested pursuant to this **Policy** must be in accordance with ICES' *Ongoing Review of Privacy and Security Policies, Procedures, Practices, and Exceptions Policy* and ICES' *Change Management Policy*.