



CUSTOMER SERVICE POLICY

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Policy Section Name	Policy Category	Policy Number	Supersedes:
Human Resources	Employee Relations	600HR-ER-004	N/A
Organizational Scope	IPC (Yes/No)	Effective Date	Next Review Date
ICES-Network (site-specific procedures)	No	July 2014	July 2016
Authority (Title)		Owner (Name and Title)	
Senior Director, Corporate Services		Manager, Human Resources	
Required Reviewers			
Sub-executive committee			

1. PURPOSE

The purpose of this policy is to develop and 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 in Ontario. This policy addresses the Customer Service Standard in the Accessibility for Ontarians with Disabilities Act, 2005.

2. POLICY SCOPE

This policy applies to all - ICES employees, including faculty, volunteers and students.

3a. POLICY STATEMENT

ICES is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods (eg., reports we produce) and services (eg., analytic work we provide) and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3b. POLICY DETAIL

i. Providing goods and services to persons with disabilities

ICES is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

We will communicate with persons with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.



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b. Telephone services

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.

We will offer to communicate with customers by e-mail, relay services or in person if telephone communication is not suitable to their communication needs or is not available.

c. Assistive devices

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 and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

d. Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

ii. **Use of service animals and support persons**

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

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 his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

iii. **Notice of temporary disruption**

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. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.



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iv. **Feedback process**

The ultimate goal of ICES is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way ICES provides goods and services to persons with disabilities can be made by e-mail, verbally, formal feedback process or in person. All feedback will be directed to Human Resources. Customers can expect to hear back within 5 business days.

4. ADMINISTRATIVE PROCEDURES

5. TRAINING AND COMMUNICATION

ICES will provide training to all employees, students, faculty, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided as part of the onboarding process after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing ICES's goods and services
- ICES's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.



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6. COMPLIANCE AND ENFORCEMENT

7. CROSS REFERENCES / RELATED DOCUMENTATION

Accessibility for Ontarians with Disabilities Act, 2005.

8. DEFINITIONS OF TERMS USED

Accessibility - Accessibility is the degree to which a product, device, service, or environment is available to as many people as possible. Accessibility can be viewed as the "ability to access" and benefit from some system or entity.

Integration - The intermixing of people or groups previously segregated.

Disability - 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, epilepsy, a brain injury, any degree of paralysis, amputation, a lack of physical co-ordination, blindness or visual 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 a dysfunction of 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 Insurance Act, 1997.

9. ADDITIONAL INFORMATION

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of ICES that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided. Please contact:

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T 416-480-4055 F 416-480-6048
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9. CHANGE TRACKING TABLE

Review Date	Change Description	Changed By	Reviewed By	Policy Status
				In Effect