

## **Service Administration**

## **Customer Service Overarching Policy**

The Society is committed to ensuring that issues of accommodation and accessibility identified in connection with the delivery of the Society's services are addressed in a manner that facilitates effective access to, and participation in, the Society's services.

The Society is committed to the following in connection with ensuring equal access to and participation in the Society's services:

- A commitment to identify, assess and respond to the accommodation or accessibility issues identified by individuals accessing or participating in the Society's services.
- The removal of barriers relating to accessibility and accommodation issues identified by participants in the Society's services including but not limited to physical barriers, informational barriers, communications barriers.

### **Procedures**

Society Management Staff will ensure, in their respective areas of responsibility, that:

- Employees are made aware of their roles and responsibilities under this Policy.
- Issues of accommodation and accessibility identified in connection with the delivery of the Society's services are addressed in a manner that facilitates effective access to, and participation in the Society's services.

Each employee demonstrates sensitivity and responsiveness to any accommodation or accessibility issues that come to her/his attention in the course of any service delivery activity, including broader community communication and interaction:

- Whenever a person identifies a barrier that limits his/her ability to participate in the Society's services, the employee promptly communicates the Society's commitment to address the relevant accommodation and/or accessibility issues.

- When the employee identifies a barrier that limits an individual's ability to participate in the Society's services, the employee will raise the issue with the person experiencing the barrier and confirm the Society's commitment to resolving the situation.

Where barriers are reported or identified, the employee will engage the person experiencing the barrier in a discussion so as to understand the following:

- the precise nature and source of the barrier;
- the impact of the barrier on the person's ability to participate in the Society's services.

Once the specific impact of the barrier on the person's ability to participate in the Society's services is understood, the employee assesses what is required to resolve the presenting barrier in consultation with the immediate supervisor and where appropriate, the supervisor will seek advice from relevant departments and develop proposed steps for addressing the identified barrier.

The employee shall communicate to the person experiencing the barrier the steps proposed to accommodate or resolve the accessibility issue.

- If the person is satisfied that the proposed measures resolve the issue, implementation may proceed.
- Where the person does not agree that the proposed measures will resolve the barrier, further consultation with the supervisor and /or the appropriate department should occur prior to confirming a final decision to the individual.

The Manager of Communications and Community Relations or designate will keep a continuous record of the above, making contemporaneous notes as appropriate for future reference.

The Society agrees to examine needs on a case by case basis and make every effort to accommodate each individual need where possible.

### **Cross Reference**

Service Administration - Customer Service - Preamble  
 Service Administration - Customer Service - Assistive Devices  
 Service Administration - Customer Service - Service Animal  
 Service Administration - Customer Service - Support Person  
 Service Administration - Customer Service - Notice of Disruption  
 Service Administration - Customer Service - Training  
 Service Administration - Customer Service - Communication  
 Service Administration - Customer Service - Feedback

**New Policy**  
**Date of Approval – 22 June 2011**  
**Approved By – Leadership**  
**Proposed Review Date - June 2015**

# **Service Administration**

# **Customer Service Assistive Devices**

## **Policy Statement**

The Society is committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from services. The Society is committed to purchasing additional technology as appropriate to ensure accessibility in accordance with the AODA and all associated regulations.

## **Definition**

Assistive Devices may include an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

## **Procedures**

- Employees shall acknowledge that persons with a disability have the right to use their own assistive devices to obtain, use or benefit from services and shall use reasonable efforts to facilitate such.
- Employees will be trained, as appropriate, on how to use Society assistive devices which may be available for use by service recipients and stakeholders.
- Employees shall inform service recipients and stakeholders of any assistive devices available for their use.

## **Cross Reference**

Service Administration - Customer Service - Overarching Policy  
Service Administration - Customer Service - Preamble

**New Policy**  
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**Proposed Review Date - June 2015**

# Service Administration

# Customer Service Service Animals

## Policy Statement

The Society is committed to providing service to persons with disabilities who are accompanied by a service animal.

## Definition:

**“Guide dog”** means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations of the Blind Persons Act

- are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

**“Service Animal”** means “an animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

## Procedures

- Employees shall accommodate the use of service animals by persons with a disability who are accessing Society services unless the animal is otherwise excluded by law and /or from areas not open to the public.
- If a person with a disability is accompanied by a service animal, the Society will ensure that the person is permitted to enter the premises or parts of the premises that are open to the public or other third parties, with the service animal and to keep the service animal with him or her unless the service animal is otherwise excluded by law.
- In addition, specific areas within the Access Centre will be identified for use by persons accompanied by service animals.

- Where a service animal is excluded by law\*\* from sections of the premises, the reason why the service animal is excluded will be explained to the person with a disability. Other reasonable arrangements to provide services shall be explored with the assistance of the person with disability.
- If the service animal is excluded, by law or from areas not open to the public these areas will be identified as off limits to service animals.
- The Society will ensure that all employees dealing with service recipients and stakeholders are trained in how to interact with persons with disabilities who are accompanied by a service animal.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the service animal from the area. Other reasonable arrangements to provide services shall be explored with the assistance of the person with a disability.
- Should the employee experience an allergy, fear or trepidation of the service animal other reasonable arrangements to provide services shall be explored with the employee.
- If it is not readily apparent that an animal is a service animal, a request may be made to the person with a disability to provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability. The letter need only indicate that the animal is required, not why or how the animal is needed or identify the nature of the disability. Due to privacy issues a copy of this letter should only be kept on file as long as the file remains open.

**Note \*\*** as per Ontario Regulation 562 under the Health Protection and Promotion Act, animals are not allowed in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does make an exception for service dogs to allow them to go where food is normally served, sold or offered for sale. Other types of service animals are not included in this exception.

### **Cross Reference**

Service Administration - Customer Service - Overarching Policy  
 Service Administration - Customer Service – Preamble

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# Service Administration

# Customer Service Support Person

## Policy Statement

The Society is committed to welcoming persons with disabilities who are accompanied by a support person.

**Definitions: Support Person** – is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“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 or medical needs or with access to goods or services.”

This may include a paid professional, volunteer, family member, or friend who will assist and support the service recipient or stakeholder.

## Procedures

- Where a person with a disability accessing Society services is accompanied by a support person, employees will ensure that both persons are permitted to enter any premises owned or operated by the Society together and that the person with a disability is not prevented from having access to the support person while on the premises.
- Where a support person is accompanying a person with a disability, for the purposes of assisting in a discussion that may involve confidential information, written consent of the person with a disability must be secured. The support person must also provide assurance in writing to safeguard the confidentiality of information disclosed in the discussion. If a different support person is used for any subsequent meeting, a new consent form will be signed.
- In the event that services are unable to be delivered to the person with a disability due to the presence or absence of a support person for reasons such as consents not signed, the employee will explore alternative ways for the person with the disability to access the service.
- The absence of a support person cannot unreasonably delay the provision of child protective services.

- If the Society charges an admission fee in connection with a support person's presence at an event or function, the Society will ensure that notice is given in advance to a support person about the amount payable. This notice shall also be posted in a conspicuous place.
- The Society will ensure that all employees dealing with service recipients and stakeholders are trained in how to interact with persons with a disability who are accompanied by a support person.
- The Society may require a person with a disability be accompanied by a support person, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others. In this situation discussion should occur with the person with a disability concerning the Society's requirement for a support person.
- The assessment of the requirement of a support person by the Society must be based on consideration of the nature, type and duration of risk, the likelihood, nature and severity of the potential harm, and that the risk cannot be eliminated or reduced by other means.
- When support persons are needed (e.g., sign language interpreters, real-time captioners, attendants) for Society sponsored meetings, consultations or events, the Society will arrange to pay support persons directly for their time and reasonable travel expenses, upon request and in accordance with Society guidelines.
- Authorization for expenditure for any costs associated with a support person required by the Society, must be secured in advance.

### **Cross Reference**

Service Administration - Customer Service - Overarching Policy

Service Administration - Customer Service - Preamble

Finance and Administration – Signing and Spending Authority

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## Consent for Support Person

I (name/print) \_\_\_\_\_ hereby consent to the sharing of confidential information related to myself and my child(ren)

(Name) \_\_\_\_\_ (dob) \_\_\_\_\_

(Name) \_\_\_\_\_ (dob) \_\_\_\_\_

(Name) \_\_\_\_\_ (dob) \_\_\_\_\_

My support person (name / print) \_\_\_\_\_ consents to safeguarding the confidentiality shared.

Affirmation of consent

Signature \_\_\_\_\_ Date \_\_\_\_\_

.....

I undertake to safeguard the confidentiality of information shared between Durham Children's Aid Society and (name / print) \_\_\_\_\_ for whom I am a support person.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Of Support Person

Signature \_\_\_\_\_ Date \_\_\_\_\_  
of Durham CAS Employee

Printed name of Employee \_\_\_\_\_

**NOTICE**

FEEES WILL NOT BE CHARGED FOR SUPPORT PERSONS FOR  
ADMISSION TO

\_\_\_\_\_.

Being held on \_\_\_\_\_

At \_\_\_\_\_

**Or**

**NOTICE**

FEEES IN THE AMOUNT OF \_\_\_\_\_ WILL BE CHARGED  
TO THE SUPPORT PERSON FOR ADMISSION TO

\_\_\_\_\_

Being held on \_\_\_\_\_

At \_\_\_\_\_

## Policy Statement

The Society is committed to providing service recipients and stakeholders with appropriate notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities.

## Procedures

### Expected Disruption

If a disruption in service is planned and expected, the Society will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### Unexpected Disruption

In the event of an unexpected disruption in service, the Society will provide notice and will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available, as quickly as possible.

- Employees are to notify the Office Manager of any expected or unexpected circumstances that may impact service delivery.
- The Notice of Disruption shall be completed and posted by the Office Manager.
- Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other Society facilities, the Society's website, main switchboard, as well as by any other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.
- This notice will be provided in accessible formats where appropriate and feasible.

**Note:** This policy may not apply during any period "Declared Emergency" as defined under the Emergency Management and Civil Protection Act. In the event that the Region of Durham or the City of Oshawa declares an emergency, any reduction or suspension of services would be dictated by the nature and scale of the emergency and the resources allocated.

## **Cross Reference**

Service Administration - Customer Service - Overarching Policy  
Service Administration - Customer Service - Preamble

## **New Policy**

**Date of Approval – 22 June 2011**  
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# DURHAM CHILDREN'S AID SOCIETY

## **Notice** **Service Disruption**

There will be a scheduled service disruption at:

The disruption will be from \_\_\_\_\_ to \_\_\_\_\_.

These disruptions include:

The following alternative services are available:



On behalf of the Durham Children's Aid Society, we would like to thank you for your patience in this matter.

For questions or additional information contact:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

# DURHAM CHILDREN'S AID SOCIETY

## **Notice** **Service Disruption**

There is currently an unexpected service disruption at:

The estimated time of the service disruption will be from \_\_\_\_\_  
to \_\_\_\_\_.

These disruptions include:

The following alternative services are available:



On behalf of the Durham Children's Aid Society, we would like to thank you for your patience in this matter.

For questions or additional information contact:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## Policy Statement

The Society is committed to provide training about accessible services in accordance with the AODA regulations. This will include training to all employees who deal with the public, volunteers, or other third parties who administer services on the Society's behalf and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will be provided to each person as soon as practical after he or she is assigned applicable duties.

## Procedures

Training will occur as a condition of employment to all new employees on orientation, and, as necessary on an ongoing basis, to ensure all staff remain current with any policy or procedural changes as it relates to the AODA and policies and procedures specific to assigned responsibilities.

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 people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the assistive devices, if any, available on the Society's premises or otherwise that may help with the provision of services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing the Society's services;
- The Society will ensure that training records are maintained, including dates when training is provided, and the name and number of employees who received training and a summary of the contents of the training;

- Third party contractors will be required to demonstrate to the Society that they are in compliance with the AODA Customer Service Standard training.

### **Cross Reference**

Service Administration - Customer Service - Overarching Policy

Service Administration - Customer Service - Preamble

**New Policy**  
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# **Service Administration**

# **Customer Service Communication**

## **Policy Statement**

The Society is committed to communicating with persons with disabilities in a manner that takes into account the person's disability.

## **Procedures**

- Employees who communicate with service recipients and stakeholders will be trained on how to interact and communicate with people with various types of disabilities.
- When communicating with a person with a disability, employees shall do so in a manner that respects the person's disability.
- The Society will provide alternative methods of communication and technology upon request, as promptly as is feasible.
- Employees will offer as necessary, to communicate with service recipients and stakeholders by email, or other agreed upon method if telephone communication is not suitable to their communication needs or is not available.
- The Society will continue to review the nature, manner, and methods with which to communicate to people with disabilities in an attempt to improve the accessibility of information and services.

## **Cross Reference**

Service Administration - Customer Service - Overarching Policy  
Service Administration - Customer Service - Preamble

**New Policy**  
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### **Policy Statement**

The Society is committed to establishing a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities.

### **Procedures**

- All persons with disabilities will be encouraged to provide feedback to the Society regarding the accessibility of the program and/or facilities in person, writing, e-mail, telephone, by delivering an electronic text by email or on CD or otherwise to the attention of the Manager of Communications and Community Relations or designate.
- Feedback may be accepted by any employee, in whatever format, and directed to the Manager of Communications and Community Relations or designate.
- A feedback questionnaire will be made readily available.
- The Manager of Communications and Community Relations or designate will document and track all feedback.
- All feedback will be reviewed for possible action that can be taken to improve Society services.
- For individuals who have left contact information and if contact has been requested, the Manager of Communications and Community Relations or designate will respond to the request within 5 business days.
- A document describing the feedback process will be available, upon request to any person.
- The feedback/response will endeavour to be in a format that is accessible to the person with a disability.

## **Complaints**

- Complaints should be addressed to the Manager of Communications and Community Relations. Complaints will be addressed in accordance with the Society's complaint process.
- A response back to the individual that the complaint has been received and that the matter will reviewed will be provided within 5 business days.
- Further follow up will be provided within 10 business days, indicating when and how the matter will be addressed.
- Action(s) taken in response to the complaint will be documented.

## **Cross Reference**

Service Administration - Customer Service - Overarching Policy

Service Administration - Customer Service - Preamble

Service Administration - Complaint Process

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## **RECORD OF CUSTOMER FEEDBACK**

### **SPREAD SHEET**

**DATE FEEDBACK RECEIVED**

**NAME OF CLIENT (optional)**

**Feedback Directed to**

**Date Acknowledgment sent**

**Details**

**Actual Complaint made (Yes/No)**

**Preferred method of communication**

**Actions to be taken**

**Date actions completed**

**Date complaint resolved.**

**Date of outcome communicated**

# Durham Children's Aid Society

## Accessibility Feedback Form

Your feedback is important to us. By answering the following questions, you will help the Society to better assist you in accessing our services.

Date and time of your visit:

Please circle your answers:

Is our service provided to you in an accessible manner?

Yes    Somewhat    No

If no or somewhat, please explain:

Do you encounter any problems in accessing our services?

Yes    Somewhat    No

If yes, or somewhat, please explain:

Please add any other comments you may have:

Would you like a Society representative to contact you?

No

Yes

If YES, contact information:

Please deposit in the mail box provided or direct you comments to: the Manager of Communications and Community Relations.

Thank You