
Department: Administration
Section: Organization
Subject: **AODA CUSTOMER SERVICE POLICY**

PREAMBLE:

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) sets out to improve opportunities for persons with disabilities by providing individuals with equal opportunity to access goods and services. It allows organizations to identify, remove and prevent barriers for people with disabilities in key areas. The goal is to make Ontario accessible to all by 2025. The Customer Service Standard will come into effect on January 1, 2012 and Nisbet Lodge has developed policies, procedures, and practices to provide services to persons with disabilities.

POLICY:

Nisbet Lodge is committed to meeting the accessibility needs of persons with disabilities in a timely manner. We are committed to communicating with all persons with disabilities in a way that takes into account their disabilities. We are committed to providing services in a way that respects the principles of dignity, independence, integration and equal opportunity for all.

Nisbet Lodge strives at all times to provide services in a way that respects the principles of:

- **Independence** – allowing people with disabilities the freedom to do things on their own without unnecessary help or interference from others.
- **Dignity** – providing services in a way that allows people with disabilities to maintain self-respect and the respect of others. This includes treating clients who are as valued and as deserving of effective and full service as any other customer.
- **Integrity** – allowing people with disabilities to benefit from the same services, in the same place, and in the same or similar ways as others.
- **Equality of Opportunity** – offering people with disabilities and equal opportunity to benefit from the services we provide as others.

PROCEDURE:

Assistive Devices

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Nisbet Lodge is committed to serving people who use assistive devices such as walkers, white canes, note-taking devices or personal oxygen tanks to access services.

A person with a disability may use his or her own assistive device to access services, unless this device poses a risk to the health and safety of the person with the disability or to others.

If a person with a disability cannot use his or her assistive device because of health or safety risks, Nisbet Lodge will take reasonable measures to assist the person to access its services.

Nisbet Lodge will ensure that its staff, volunteers, and others dealing with the public are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing its services.

Support Person

Nisbet Lodge welcomes people 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 the premises with his/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/her support person while on the premises.

If Nisbet Lodge needs to discuss confidential information with a person accompanied by a support person, the person with a disability will be asked if he/she wishes the support person to be present and, if so, to sign a consent form authorizing Nisbet Lodge to disclose confidential information in the presence of the support person. In addition, the support person will be asked to sign a confidentiality agreement to keep the confidential information disclosed by Nisbet Lodge in strict confidence.

Nisbet Lodge will ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service person.

If Nisbet Lodge charges an admission fee for an event or service, it shall post a notice in advance stating the amount, if any, payable by the support person accompanying a person with a disability.

Nisbet Lodge may require a person with a disability to be accompanied by a support person when on the premises. This would occur only if, upon consultation with the person with the disability, it was the only way to allow the person on the premises and, at the same time, fulfil obligations to

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protect the health and safety of the person with a disability and of others on the premises.

Service Animals

Nisbet Lodge acknowledges the vital relationship between a person with a disability and his/her service animal. Service animals are allowed to accompany people with disabilities on all parts of the premises that are open to the public or other third parties, except where food is prepared, utility rooms, or as otherwise excluded by law.

Nisbet Lodge will ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

The person accompanied by the service animal will keep the animal with him or her at all times, and will be responsible for the service animal's care, supervision and control while on the premises.

Where another person's health and safety could be adversely affected by the presence of a service animal, Nisbet Lodge will fully analyze all options for safety allowing the service animal onto the premises. In so doing, Nisbet Lodge will consult with the person with the disability, and with the adversely affected person, to find a solution that meets the needs of both individuals.

If the service animal is excluded by law, or cannot otherwise enter Nisbet Lodge's premises because of health and safety risks to another person, Nisbet Lodge will ensure that other measures are available to enable the person with a disability access its services.

Communication and Information

Nisbet Lodge will communicate with people with disabilities in ways that take into account their disability.

Nisbet Lodge will train staff, volunteers and others who communicate with the public on how to interact and communicate with people with various types of disabilities.

Nisbet Lodge will use plain language in its written materials.

Nisbet Lodge will provide information in alternate forms upon request. This may include, but is not limited to, telephoning members to convey information normally provided in written notices,

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providing a large print version of documents, and one-on-one meetings with members to review important information.

Nisbet Lodge will have a two-way communication system that utilizes voice input and output that includes a digital display for persons with auditory or voice limitations. A text telephone with digital display is available at the reception desk. In addition, the telephones have volume enhancement for persons who have hearing limitation.

Notice of Disruption of Service

Nisbet Lodge will notify the public as soon as possible of a disruption in facilities or services usually used by people with disabilities. The notice will include the reason for the disruption, its duration, and a description of alternative services available (if any).

The type of notice will depend on the circumstances. The notice may be given by posting a written notice in common areas (e.g. beside an elevator that is out of order, or an entranceway that is closed for repairs), by email, by posting a notice on the website, or by a telephone call to members expected to be particularly affected by the disruption.

Nisbet Lodge will give advance notice of scheduled disruptions. If the disruption is unexpected, notice will be provided as soon as possible.

Feedback

Nisbet Lodge is committed to maintaining and improving access to its services. Comments regarding the manner in which Nisbet Lodge provides services to persons with disabilities are welcome and appreciated.

Feedback regarding the way Nisbet Lodge provides goods and services to people with disabilities can be made using any of the following methods.

Mail:

ATTN : Director of Human Resources
740 Pape Ave, Toronto, ON M4K 3Z4

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Email: info@nisbetlodge.com

Phone: 416-469-1105

The feedback process will be posted in the lobby and on the website.

If a person requests a response to the feedback, Nisbet Lodge will contact him/her within three business days to discuss next steps.

Feedback will be used to improve the way that Nisbet Lodge provides services to people with disabilities. Nisbet Lodge will seek the consent of the person giving the feedback before bringing a suggestion or complaint to another person.

Training

Everyone who interacts with members, the public or other third parties on behalf of Nisbet Lodge, whether they are paid or unpaid, will receive training on customer service requirements.

Everyone involved in the development of Nisbet Lodge's customer service policies, procedures and practices will receive training on customer service requirements.

All third-party contractors who deal with members of the public on behalf of Nisbet Lodge will, upon request, demonstrate that their employees, agents, and/or subcontractors have received training on customer service requirements of the AODA. Training will include the following:

- The purpose of the AODA and the requirements of the customer service standard;
- How to interact and communicate with people with various types of devices;
- 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 available at Nisbet Lodge or otherwise that may help with the provision of services to people with disabilities;

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- What to do if a person with a disability having difficulty in accessing Nisbet Lodge services; and
- Nisbet Lodge policies, practices and procedures relating to the customer service standard.

Training may be provided through workshops, online training, written guides or any other method agreed upon.

Nisbet Lodge will ensure that new employees receive training within thirty days of the commencement of their employment. Volunteers, Board members or committee members will receive training within thirty days of commencement of their appointment. Nisbet Lodge will also provide training on changes to the AODA and or policies and procedures.

Nisbet Lodge will maintain records of each training recipient, the training provided, and the date the training was completed.



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Established: **Dec 2011**
Reviewed:
Revised: **December 2023**