

Notices of Service Disruptions



- Notify a reasonable time in advance
- Post notifications in obvious locations
- Make notifications visible
- Note why the service is not available
- Give anticipated duration
- Identify alternate facilities or services available

Notices

- **Post notices:**
 - In advance on a website, in a window or door
 - Pre-recorded information on telephone system
 - Inserts sent in mail with regular correspondence
- **Alternative options:**
 - Information and map to nearest alternate location
 - Information on other service delivery modes

Feedback

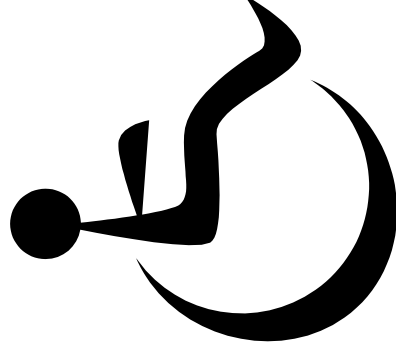
- Must have a process to accept feedback readily available
 - Hardcopy
 - Telephone
 - Website or E-mail
- Include what actions the organization will take with the feedback

Everyone is Responsible to:



- **Identify and remove barriers to service**
- **Take time to understand the needs of your customer - Ask how can I help?**
- **Work with the person with a disability to find the best solution to providing them good customer service**

Accessibility Standards for Customer Service – Ontario Regulation 429/07



Summary of Training Requirements under Customer Service Standard

- Purpose of the act
- Requirements of the Customer Service Standard
- Serving customers with disabilities
- Service Animals
- Support Persons
- Assistive Devices
- If there are difficulties accessing your services
- Notice of Service Disruption
- Alternate format for documents
- Feedback
- Your Responsibilities



Accessibility for Ontarians with Disabilities Act (AODA) 2005

Purpose of the AODA - Setting the standards to achieve accessibility for Ontarians with disabilities by 2025

5 areas of standards:

- **Customer Service**, Regulation 429/07 law as of 2008
- **Proposed Integrated Accessibility Regulation** – The Ministry of Community and Social Services has developed a regulation that combines the **Transportation, Information and Communications**, and **Employment standards** all previously submitted to the Minister for consideration to become law; the regulation is currently open for public comment
- **Built Environment**, in final Proposed Standard has been submitted to the government for consideration and released for public information

Who MUST comply?

- Organizations that have one or more employees and provide goods or services
- Municipalities have until January 1, 2010
 - Policy, procedures and practices
 - Train staff
 - Notice of service disruption
 - Feedback
 - Alternative forms of communication



Why does it matter?

- 1 in 6 people in Ontario have a disability, roughly 15.5% of the population of Ontario
- Penalties for non-compliance: up to \$50 000 per day per Director & \$100 000 per day for the Corporation

Customers with support persons

- Who is the support person?
 - Personal support worker
 - Volunteer
 - Family member
 - Friend
- Must be allowed to accompany individual with a disability
- Good practice tip: check with the customer about support person's presence when confidential matters are discussed



Personal assistive devices



- Assistive devices are part of people's personal space
 - Respect personal space
- Know how to operate any assistive devices your organization provides. For example, TTY or Relay Service, Keyboard, pen & paper, pointing device, hearing amplification devices, automatic door openers

If there are difficulties accessing your Services

- Be flexible
- Ask: "May I help you?"
- Solicit suggestions
- Offer to communicate via pen & paper
- Retrieve out of reach products
- Confirm that needs are met

Alternate formats for documents

- * Large print
- * Braille
- * E-mail
- * Audiocassette
- * CD-ROM / DVD
- * Electronic text on diskette

Customers with mental health disabilities

- Be confident and reassuring. As with all customers, listen carefully and focus on meeting the customers needs
- If a person appears to be in crisis, ask them to tell you the best way to help
- If a customer appears to show signs of a mental health disability, it may be helpful to keep in mind that the customer's reactions are not connected to you personally.
- *1 in 5 Canadians are likely to experience a diagnosable mental illness, & 3% are likely to live with a serious mental illness (Canadian Mental Health Association)*

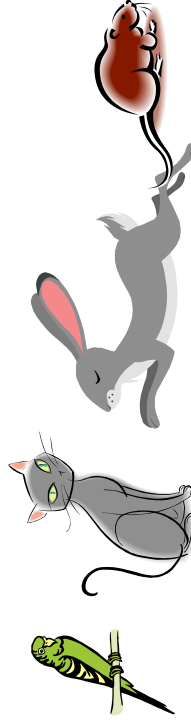
Customers with service animals

- It is important to never touch a service animal, they are a working animal and touching them could distract them from doing their job
- Service animals are allowed anywhere customers normally have access

- Helping people with:

-- Vision loss
-- Hearing
-- Autism
-- Mental health disabilities

- To alert an individual to an oncoming seizure
- Physical disabilities
- Other disabilities



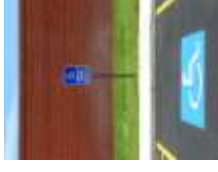
Principles of Good Customer Service

Dignity

Independence

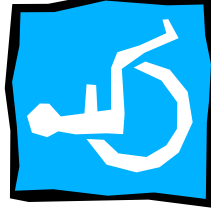
Integration

Equality of opportunity



General Tips for Serving Customers with Disabilities

- "May I help you?"
- Speak directly to your customer
- Don't make assumptions
- Take time to know your customer's needs
- All customers have a range of needs and preferences
- If you can't understand what your customer is saying, politely ask him or her to repeat it
- You may want to ask if the information you are conveying needs to be repeated. Ask: "Do you understand this?"
- Exercise patience



Types of disabilities:

- Deaf and hard of hearing
- Deafblind
- Intellectual/developmental disabilities
- Learning disabilities
- Mental health disabilities
- Physical disabilities or disabilities affecting mobility
- Speech or language disabilities
- Vision loss
- Other conditions: asthma, cancer, diabetes...
- Temporary disabilities: surgery, injury...



Customers who are deaf & hard of hearing

- Attract the customer's attention before speaking.
- Don't shout
- Make sure you are in a well-lit area where the customer can see your face
- If the person uses a hearing aid, reduce background noise or move to a quieter area

Customers who are deafblind

- Speak directly to your customer, not the intervenor
- Identify yourself to the intervenor when you approach your customer who is deafblind
- A customer who is deafblind is likely to explain to you how to communicate to them

Customers with intellectual or developmental disabilities

- Don't assume what a person can or cannot do
- Use plain language
- Make sure your customer understands you. You can be direct and ask: "Do you understand this?"
- Provide one piece of information at a time.
- You may want to ask if the information needs to be repeated

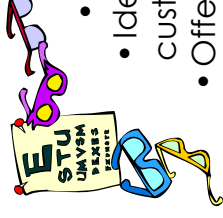


Customers with learning disabilities

- Take some time – it may take longer for the customer to process the information you are providing
- Provide information in a way that works for your customer. For example, you may want to keep a pen and paper handy
- Be prepared to explain any materials you provide to your customer.

Customers with speech or language impairments

- Don't assume that just because a person has this disability, they also have another
- Give your customer whatever time they need to get their point across
- Ask questions that can be answered "yes" or "no", if possible
- Don't interrupt or finish your customer's sentences. Wait for them to finish



Customers with vision loss

- Don't assume the person can't see you
- Identify yourself when you approach the customer and speak directly to him or her
- Offer your elbow to guide the person. If they accept, walk slowly
- Identify landmarks or details to orient your customer to the environment around them
- If you are giving directions or providing information, be precise and descriptive
- Don't leave your customer in the middle of the room. Guide them to a chair or comfortable location. Don't walk away without saying good-bye

Customers with physical disabilities or disabilities affecting mobility

- Ask before you help
- Respect your customer's personal space
- Don't move items, such as canes or walkers, out of the person's reach
- If you have permission to move a person in a wheelchair, remember make sure the person is ready to be moved
- In some situations, inform your customer about accessible features in the immediate environment (automatic door openers, accessible washrooms, elevators, ramps, etc.)

