



**Accessibility for Ontarians with Disabilities Act (AODA 2005)
Women's Health in Women's Hands
Community Health Centre
Customer Service Standard Policy**

This policy is intended to fulfill the legislative requirements set out in the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**. The purpose of this Act is to ensure that, by the year 2025, the Province of Ontario is totally accessible and barrier free for persons with disabilities. Towards this end, five different accessibility standards, dealing with several key areas, have been developed by the Province of Ontario under the AODA. The first one of these to become law is the **Customer Service Standard** and it requires all organizations to meet certain requirements.

Purpose/Objective:

The purpose of this policy is to:

- Ensure that our organization's policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service and to effectively provide services to people with disabilities.
- Strive at all times to provide services in a way that respects the dignity and independence of people with disabilities.
- Ensure that people with disabilities have the same opportunity to access and benefit from our services in the same place and in a similar way as others and the removal of any barriers that may impede full accessibility for people with disabilities.

Scope:

- This Policy shall apply to every person who deals with members of the public or other third parties on behalf of Women's Health in Women's Hands (WHIWH), whether the person does so as an employee, member of the Board, volunteer, student or otherwise.

Definitions:

For the purposes of this policy 'disability' is defined according to the Accessibility for Ontarians with Disabilities Act 2005 as: **(a) 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 mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-**

ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
(b) a condition of mental impairment or a developmental disability,
(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
(d) a mental disorder, or
(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

Policy:

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

1.0 Communication

We are committed to communicating with people with disabilities in ways that take into account their disability. We are committed to providing accessible decisions, reasons for decision, correspondence, and documents about our mandate, processes and procedures. When communicating with a person with a disability, WHIWH will communicate in a manner that takes into account the person's disability.

1.1 Assistive devices

WHIWH recognizes that some people with disabilities use assistive devices in order to access our services. The Centre will permit these individuals to use their assistive devices to obtain, use or benefit from our services.

1.2. Service Animals

WHIWH recognizes that some people with disabilities may require the use of guide dogs or other service animals, in order to access services. People with disabilities who are accompanied by a guide dog or other service animal will be permitted to enter the parts of our premises that are common areas and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

If the animal is legally excluded from some parts of the premises, WHIWH will provide alternative measures to enable the person to obtain, use or benefit from our services.

The person using the service animal may be requested to provide an identification card from an accredited service animal training school or a letter from their treating physician or nurse.

1.3 Support Persons

WHIWH Centre further recognizes that some people with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter the Centre's premises together with the support person and will not be prevented from having access to the support person while on our premises.

A disabled person's support person is to be permitted access to WHIWH facilities at no charge.

2. Notice of Temporary Disruption

If WHIWH has any particular facilities or services that permit members of the public or third parties located in Ontario to access WHIWH's services and there is, or is expected to be, a temporary disruption of such particular facilities or services, then WHIWH will ensure that any expected or unexpected temporary disruption of such facilities or service will be identified and related to members of the public or third parties located in Ontario through the following means:

1. Applicable WHIWH Representatives will refer to this document for instructions;
2. WHIWH will prepare and post a written Notification of Temporary Disruption of Service (in the form attached as Appendix A) on the entrance way to the applicable office of WHIWH (priority and consideration will be given to any security issues); and
3. Applicable WHIWH Representatives answering telephones at the applicable office of WHIWH will identify the disruption of services to incoming callers.

The Notification of Temporary Disruption of Service will include the following information:

1. The date of the disruption of service if expected.
2. The reason for the disruption of service.
3. The expected length of the disruption of service.
4. A description of alternate services if available.

3. Staff Training

WHIWH will provide training to staff about the provision of services to persons with disabilities and all those who are involved in the development and approvals of customer service policies, practices and procedures.

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

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
- What to do if a person with a disability is having difficulty in accessing the Centre's services.
- WHIWH policies, practices and procedures relating to the customer service standard.

Human Resources will keep records of the training provided including the dates on which the training is provided and the number of persons trained.

4. Feedback Process

It is the goal of WHIWH to fully comply with the AODA. A feedback process will be used to enable the WHIWH to respond to feedback received regarding access to the WHIWH's services by persons with disabilities.

People may provide feedback to WHIWH by completing the Accessible Customer Service Feedback

Form attached as Appendix A to this Policy and returning it to WHIWH.

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

WHIWH accepts feedback from the public in a variety of methods including:

- Phone
- In person
- Fax
- Email
- Website

WHIWH's Accessible Customer Service Feedback Form is attached as Appendix A.

All feedback will be reviewed and complaints will be investigated and follow up will be provided if requested by the client and follow up will be provided within 30 days.

WHIWH respects each individual's right to privacy under the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA") and will comply with PIPEDA regarding any request for information.

Feedback regarding the way WHIWH provides goods and services to people with disabilities can be made by email, verbally, or in writing (suggestion box).

Complaints will be addressed according to complaint policy already established in our organizations's common policies.

5. Modifications to this or other policies

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

6. Questions about this policy

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 should be provided by, or referred to the Executive Director or Human Resources Manager at WHIWH.

7. Copies of this Policy

WHIWH recognizes that persons with disabilities use methods other than the standard print to access information. If the Centre is required to give a copy of this policy to a person with a disability, the Centre will provide the policy, or the information contained in the policy, in a format that takes account the person's disability.

Appendix A

Accessible Customer Service Feedback Form

Women's Health in Women's Hands Community Health Centre would like to thank you for taking the time to fill out our Accessible Customer Service Feedback Form. Women's Health in Women's Hands Community Health Centre is committed to removing the barriers which may impede persons with disabilities from accessing our services.

We will review your information and if it can be adopted without creating an undue hardship it will be acted on at the earliest opportunity.

Please return this form to the following address or e-mail it to administration@whiwh.com

ATTN: AODA Contact Person
Women's Health in Women's Hands
Community Health Centre
2 Carlton Street, Suite 500
Toronto, ON M5B 1J3

Contact Information

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Name:

Phone Number:

Email:

Date of visit:

How did you find the customer service provided to you today?

- Very good
- Good
- Average
- Below average
- Poor

Comments:

How was your experience with the accessibility of our facilities?

- Very good
- Good
- Average
- Below average
- Poor

Comments:

Did you have any issues accessing information and/or resource material in the needed format?

- Yes
- No

If so how this area could be improved
Comments:

Any additional comments;

We at Women's Health in Women's Hands would like to thank you for taking the time to help us with our accessibility policies and we look forward to servicing your needs to the best of our ability.

FOR OFFICE USE ONLY

Date Feedback was received:

Received By:

Follow Up required (circle): Yes No

If yes, when was it done:

Action Plan required (circle): Yes No

If yes, please explain what action was taken:

