

AODA – Accessible Customer Service Policy: Providing goods and services to Persons with Disabilities

Hospice Toronto is committed to excellence in serving all customers including persons with disabilities. The organization will provide accessible, quality services to persons with disabilities in a manner that promotes dignity, independence, integration and equal opportunity in accordance with the AODA Act, 2005. The purpose of this policy is to highlight the responsibilities of employees, volunteers, students, interns and others who deal with our customers and the public on behalf of Hospice Toronto in providing services to persons with disabilities in compliance with the AODA Act. This policy applies to all employees, volunteers, students, interns and others who deal with the public or other third parties on our behalf.

1. **Policies and Customer Service Plan:** Hospice Toronto will continue to establish and update policies, the Plan, practices and procedures on providing services for persons with disabilities. Designated employee/Managers(s) will be responsible for the policies, Plan and training.
2. **Policies, Customer Service Plan, Practices and Procedures:** Hospice Toronto will use reasonable efforts to ensure policies, the Plan, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. **Assistive Devices:** The use of assistive devices by persons with disabilities to obtain access to our services is allowed and recognized unless otherwise prohibited due to health and safety issues. The organization will ensure our employees, volunteers, students, interns and/or other relevant parties are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services. Employees, volunteers, students and interns who require assistive devices in the office to perform their tasks can be accommodated as appropriate.
4. **Communication:** All employees, volunteers, students, interns and others who deal with the public or other third parties affiliated with the organization and acting on our behalf will be provided with training and communicate with persons with disabilities in a manner that takes into consideration his/her disability whether in person or over the telephone; seeking assistance from another team member if they are unable to communicate.
5. **Service Animals:** Hospice Toronto welcomes persons with disabilities and their service animals. Service animals are allowed in/on the areas of our premises that

are open to the public. Persons with disabilities are responsible for the care and supervision of their service animal.

6. **Support Persons:** Hospice Toronto welcomes Support Persons for persons with disabilities in/on the areas of our premises that are open to the public or third parties and to our events.
7. **Admission Fees** will not be charged to support persons at our events.
8. **Notice of Temporary Disruption:** In the event of a service disruption to services or facilities, whether planned or unexpected, the person receiving notification will notify others within the organization and a plan of communication will be set. A designated person will notify persons with disabilities as soon as possible with details including the reason, how long the disruption may occur and if there is an alternative. Disruptions may effect: the website, telephone systems, building accessibility (i.e. elevators, automatic doors, door bells, intercoms, accessible washrooms). Notification may include posting signs, making telephone calls, website posts, social media posts, sending emails. The organization will do its best to find an alternate solution during the disruption if possible.
9. **Customer Service Standard Training:** Hospice Toronto will have a designated employee/Managers provide training to all employees, volunteers, students, interns (and others who deal with the public or other third parties on behalf of the organization), within 30 days of their start date on a number of topics as outlined in the AODA Customer Service Standard and provide ongoing training as required. Training will be provided either at an in person session, in writing or by an e-version. Documentation of attendance will be maintained by the Volunteer Services, Young Carers Program, Creating Caring Communities Coordinator (volunteers, board and committee members) and Human Resources departments (employees and interns/students).

Individuals in the following positions will be trained: Board Members, Committee Members, Executive Director, Director, Clinical Services, Senior Development Officer, Manager, Volunteer Services, Volunteer & Training Coordinator, Administrative Coordinator, Office Assistant, Client Services Coordinator, Accountant, Controller, Manager, Young Carer's Program Manager, Young Carer's Program Coordinator, Expressive Arts Therapist, Community Development Coordinator, Community Engagement Coordinator, Volunteers, Students, Interns, CCC Helpers, Contract Employees and other relevant parties who deal with the public or other third parties on the organizations behalf.

Training will include:

- An overview of the AODA Act, 2005 and the requirements of the Customer Service Standard
- Hospice Toronto's Plan related to the Customer Service Standard
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the service of a service animal or support person
- How to use any accessible equipment i.e. adjust telephone volume, automatic door opener, Deaf access
- What to do if a person with a disability is having difficulty in accessing our goods/services
- Relevant persons will be trained when changes are made to the plan and policies
- At in person meetings and training sessions, the facilitator will ask attendees if any accommodation is needed i.e. lighting, large print handouts, accessible washrooms and share emergency procedures.

10. **Training:** will be provided on a number of topics as outlined in the Customer Service Standard for any employees, volunteers, students, interns other relevant parties who deal with the public or other third parties on the organizations behalf who are involved in developing our policies, Plan, practices and procedures on the provision of our services.
11. **Assessments:** Employees, students and interns will conduct Client Assessments in a manner that takes into account the client's disability. Documents for clients can be provided in alternate formats upon request.
12. **Feedback:** Customers who wish to provide feedback on the way Hospice Toronto provides services to persons with disabilities or customers who have questions regarding this policy, can either telephone, email, write a letter or make an appointment to personally share their feedback.
13. **Changes or updates to Policies or the Customer Service Plan:** The organization is committed to providing accessible customer service and may develop, update, change or modify the policies or plan in order to respect and promote the dignity and independence of persons with disabilities.
14. **Emergency Preparedness for Employees:** Hospice Toronto has a policy and procedures in place.

This policy is available in alternate formats upon request.