


# COCHRANE TEMISKAMING RESOURCE CENTRE

<b>Policy Manual:</b>	GENERAL OPERATIONS	<b>Policy #:</b> 7
<b>Policy Title:</b>	ACCESSIBLE CUSTOMER SERVICE	<b>Page:</b> 1 of 6
<b>Approval and/or Revision Date(s):</b>	Management Committee Jun 10/10	<b>Last Revision:</b>
<b>Issued by:</b>	Administration	<b>ED Signature</b> 
<b>For use by:</b>	Centre Wide	

## PURPOSE

The purpose of this Policy is to establish guidelines on providing goods and services to persons with disabilities.

Cochrane Temiskaming Resource Centre (hereinafter referred to as CTRC) is committed to providing consistent customer service to persons with disabilities by putting into practice these four key principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

## **Prescribing Legislation**

This policy has been prepared pursuant to requirements and information provided in Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005.

## **Glossary**

- "guide dog" means a guide dog as defined in section 1 of the Blind Persons Right's Act
- "service animal" means a service animal for a person with a disability,
- "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.
- a dog or an animal is a service animal for a person with a disability:
  - if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
  - if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.



## **POLICY**

### **1.1 Use of Service Animal**

CTRC is committed to welcoming visiting persons with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties.

- A) If a visiting person with a disability is accompanied by the guide dog or other service animal, CTRC shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.
- B) If a service animal is excluded by law from the premises or it is deemed unsafe for a visiting person with a disability to be accompanied by a guide dog or other service animal, CTRC shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from CTRC goods and services. CTRC shall do so by bringing goods and services to the person in a part of the premises where the animal is not restricted. If the person is able to be separated from the service animal, CTRC may assist the person with the disability while they are separated, and offer a safe location where the service animal can wait.
- C) CTRC shall ensure that all staff, volunteers and other persons dealing with the public are properly trained in how to interact with visiting persons with disabilities who are accompanied by a service animal.
- D) If it is not readily apparent that the animal is used by the visiting person for reasons relating to his or her disability, CTRC has the right to request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- E) A visiting person with a disability who is accompanied by a service animal must maintain care and control of that animal at all times.
- F) If a customer or a staff member has an allergy to animals, CTRC shall make every reasonable effort to meet the needs of all individuals.

### **1.2 Use of Support Person**

CTRC is committed to welcoming visiting persons with disabilities who are accompanied by a support person.

- A) If a visiting person with a disability is accompanied by a support person, CTRC shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

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- B) CTRC may require a visiting person with a disability to be accompanied by a support person when on the premises, 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 on the premises.
- C) If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises, CTRC shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person by another manner deemed appropriate.
- D) In situations where CTRC has obligations under privacy laws or has issues of confidentiality or professional obligations, a support person may be requested to agree to requirements of service just as the person with a disability does.

### **1.3 Notice of Disruption**

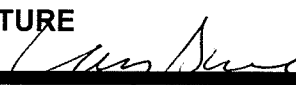
CTRC is committed to establishing, implementing and maintaining a process to provide notice of service disruptions.

- A) If, in order to obtain, use or benefit from CTRC's goods and services, persons with disabilities usually use particular facilities or services of CTRC, and if there is a temporary disruption in those facilities or services in whole or in part, CTRC shall give notice of the disruption to the public.
- B) Notice of the disruption must include the following information:
- the reason for the disruption
  - the anticipated duration
  - a description of what alternative facilities or services are available, if any
- C) Notice shall be given on the approved Notice of Disruption Form by posting the information at a conspicuous place at the location of the disruption which may include any or all entrances or by such other method as is reasonable in the circumstances.
- A sample Notice of Disruption Form is attached to this Policy. Staff may access the form on the metaframe, Public folder, Accessible Customer Service sub folder.

### **1.4 Training**

CTRC is committed to establishing, implementing and maintaining a program for training staff on how to provide customer service to persons with disabilities.

- A) CTRC shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

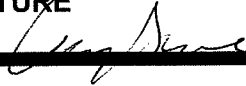
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- Every person who deals with members of the public or other third parties on behalf of CTRC, whether the person does so as an employee, agent, volunteer or otherwise.
  - Every person who participates in developing CTRC's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- B) The training must include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 or the requirements of this Regulation and instruction about the following matters:
- How to interact and communicate with persons with various types of disability.
  - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - How to use equipment or devices available on CTRC premises or otherwise provided by CTRC, where the person interacts with the public, that may help with the provision of goods or services to a person with a disability.
  - What to do if a person with a particular type of disability is having difficulty accessing CTRC's goods or services.
  - CTRC's customer service policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- C) The training shall be provided to each person as soon as practical after he or she is assigned the applicable duties. For new employees in relevant positions, training will be part of the Orientation Package. Training CD's as well as the MCSS training guide will be stored with Human Resources, and it will be the responsibility of the Supervisor/Manager/Director to ensure the training is completed during orientation and recorded in the appropriate format (Accessible Customer Service Training Form - stored in Public folder - HR forms).
- D) The training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- E) The training content may vary depending on who is receiving the training and the nature of the services provided and depending on the individual site/program requirements.
- F) Training format may include:
- e-learning session
  - Training Resource - Accessibility Standard for Customer Service, Ontario Regulation 429/07, MCSS, February 2009
  - CD
  - other format as required

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- G) Records shall be kept by Human Resources of who was trained, when they were trained and in which format the training was delivered. It will be the responsibility of the Supervisor/Manager/Director to provide completion details to Human Resources on the Accessible Customer Service Training form, which may be accessed on the metaframe, Public folder, HR Forms sub folder.
- H) The persons in the following areas shall be included in the training:
- Executive Director
  - Management Team
  - Executive Assistant
  - Receptionist/Administration Clerk
  - Human Resources Clerk
  - All staff from Psychological Services, Speech Services, Community Support Services, Familyhome Program, Infant Development Program, Client Support Services
  - Or any other individuals who interact with the public or other third parties on behalf of CTRC
- K) The Executive Director's office shall keep the above named persons informed of ongoing training opportunities and changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

### **1.5 Feedback Process**

CTRC is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

- A) CTRC has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.
- B) The feedback process shall permit persons to provide feedback in person, by telephone, by fax, in writing or in electronic format including email.
- C) The feedback process shall include the following:
- The opportunity for the public to provide feedback in person, by telephone, by fax, in writing or by delivering an electronic text by email.
  - The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor/Manager/Director responsible for where the event took place. The information may include dates, times, names, contact information, a description of the event, etc.
  - Feedback may be received by any person who deals with the members of the public or other third parties on behalf of CTRC. A copy of the feedback shall be forwarded to the responsible Supervisor/Manager/Director for review.

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- An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor/Manager/Director responsible for where the event took place may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within 15 business days.
  - Opportunities for feedback will include provision of information at the time of intake, Accessibility Feedback Forms available at the entry point of public offices, as well as feedback opportunities via the CTRC web site.
  - A sample Accessibility Feedback Form is attached to this Policy.

#### **1.6 Availability of Document**

CTRC is committed to raising awareness towards accessibility and to breaking down barriers for persons with disabilities in order for them to have the same kind of opportunities as everyone else. This Policy regarding Accessible Customer Service shall be made available at the Administration Office and in all program sites and shall be made available to anyone upon request.

Questions or concerns regarding this policy and its implication should be addressed to Executive Director.

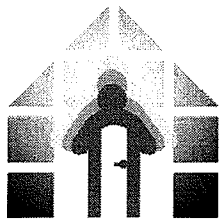
#### **1.7 Alternate Format**

CTRC is committed to provide individual accommodation to its customers where appropriate by creating its own alternate formats of printed materials. Upon request, alternate formats shall be provided in a manner in which is to be agreed upon by the requester and CTRC.

- A sample Alternate Format Consent Form is attached to this Policy.

#### **Attachments**

- Sample of Notice of Disruption in Service form
- Sample Feedback form
- Sample Alternate Format Consent form (Informed Consent for Psychological Procedures (Picture Version)



*Cochrane Temiskaming Resource Centre*  
CENTRE DE RESSOURCES DE COCHRANE TEMISKAMING

## ***NOTICE DISRUPTION IN SERVICE***

There is currently an unexpected service disruption in this building.

The estimated time of the service disruption will be from

\_\_\_\_\_ until \_\_\_\_\_

These disruptions include:

- ☐ repairs to doors
- ☐ repairs to technology
- ☐ repairs to elevator/lift
- ☐ other \_\_\_\_\_

On behalf of CTRC, we thank you for your patience during this time.

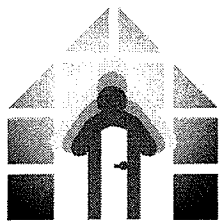
Contact Name

Title

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Telephone Number

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*Cochrane Temiskaming Resource Centre*  
CENTRE DE RESSOURCES DE COCHRANE TEMISKAMING

## **ACCESSIBILITY FEEDBACK FORM**

Please fill and return to:

Executive Director  
Cochrane Temiskaming Resource Centre  
600 Toke Street  
Timmins ON P4N 6W1  
Telephone: (705)267-8181  
Fax: (705)264-4255

Thank you for visiting CTRC. We value all our citizens and customers and strive to meet everyone's needs. Please tell us about your visit:

Date and Time

Location

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Did we respond to your customer service needs on this visit?

Yes ☐

Somewhat ☐

No ☐

Was our customer service provided to you in an accessible manner?

Yes ☐

Somewhat ☐

No ☐



Did you have any problems accessing our goods and/or services?

Yes <input type="checkbox"/>	Somewhat <input type="checkbox"/>	No <input type="checkbox"/>
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Please add any other comments you may have.

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Providing your contact information is optional:

Name	Telephone

Mailing Address	Email

This information is collected by the Cochrane Temiskaming Resource Centre under the Freedom of Information & Protection of Privacy Act R.S.O. 1990, C.F.31, S.39(2) for the purposes of improving accessibility customer service. Questions about the collection of this information can be addressed to the Executive Director

FOR CTRC OFFICE USE ONLY

Date Feedback Received

Date Forwarded

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Responsible Department

Contact Person(s)

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Follow-Up Actions

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# INFORMED CONSENT FOR PSYCHOLOGICAL PROCEDURES (PICTURE VERSION)

Cochrane Temiskaming Resource Centre Psychological Services

Procedures contemplated/proposed to the client and discussed

☐ Psychometric Assessment  
☐ Behavioural Consultation  
☐ Psychiatric Referral

☐ Counseling  
☐ Behavioural Guidelines/Strategies

This is an agreement  between me \_\_\_\_\_ (client's name) and  
\_\_\_\_\_ (name of worker/therapist) which shows that we have talked



about the rules



We have talked



about:

1. What we are going to do when we meet



2. Why



we are meeting



3. How my worker/ therapist



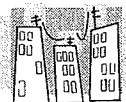
can't promise



anything but

will do their best for me.

4. Other places



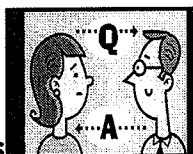
I could go



to get this help



5. How I can ask questions



about what we are working



on.

**INFORMED CONSENT FOR PSYCHOLOGICAL PROCEDURES (PICTURE VERSION)**  
**Cochrane Temiskaming Resource Centre Psychological Services**









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6. The good  and bad  things that might happen.

7. How I don't have to do this  if I don't  want to. I can still tell  
  my worker/therapist  anytime if I decide that I don't want

to do this 











8. What might happen if I don't do this 

9. How my worker/therapist  has a supervisor/ "boss"  and I can  
 talk   to their supervisor/ "boss"  and the supervisor/  
 "boss"  can talk   to me.

**INFORMED CONSENT FOR PSYCHOLOGICAL PROCEDURES (PICTURE VERSION)**  
**Cochrane Temiskaming Resource Centre Psychological Services**


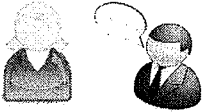
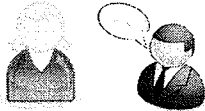

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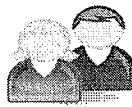

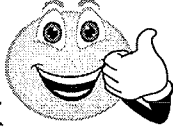
**10.**      What is said  here stays here . BUT, there are times  
 when my worker/therapist  might need to tell  someone  
 else:



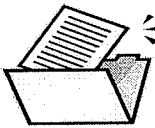



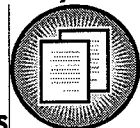

- If I told my worker/therapist  that I was thinking  of  
 hurting  myself;
- If I told my worker/therapist  that someone else might  
 hurt  me;
- If I told my worker/therapist  that I was thinking  of  
 hurting  someone else;
- If a Court Of Law  asks my worker/therapist  to give  
 them information.

**INFORMED CONSENT FOR PSYCHOLOGICAL PROCEDURES (PICTURE VERSION)**  
**Cochrane Temiskaming Resource Centre Psychological Services**

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My worker/therapist  has to talk  some of the things we talk  
 about with his/her boss .

My worker/therapist  may need to talk  some of the things we  
talk  about with other people (like my doctor,  or my  
parents,  or staff ). If this happens, my worker/therapist  will  
ask me first if it's OK  to do that.

**11.** How reports  are written  about me and they go into a file  
 at CTRC for other workers  to read  if they need to.  
(Physically show file to client) These workers  also have to keep the  
reports  about me private .

Date:

Signatures of Client:

Signature of Therapist

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_