

AODA CUSTOMER SERVICE STANDARDS POLICY

This Policy applies to all Dovercourt employees, contractor's and agents, whether such employees, contractors or agents are engaged on a full-time, part-time, temporary, or casual basis, and regardless of whether or not they are members of the bargaining unit.

1. POLICY OVERVIEW

We endeavour to ensure that Dovercourt's Customer Service Standards Policy (the "**Policy**") and related practices and procedures are consistent with the following four (4) core principles:

Dignity: The principle of respecting the dignity of a person with a disability means treating them as customers and clients who are as valued and as deserving of high quality and timely service as any other customer. Persons with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience. The delivery of goods and services must take into account how persons with disabilities can effectively access and use them.

Independence: In some instances, independence means freedom from the control or influence of others, and freedom to make one's own choices. In other situations, it may mean the freedom to do things in one's own way. People who may move or speak more slowly or differently must not be denied an opportunity to participate in a program or service because of this. Staff must allow persons with disabilities to take the time they need, without rushing them or taking over a task for them if someone prefers to do it themselves in their own way.

Integration: The provision of goods or services to persons with disabilities and others must be integrated to allow persons with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, programs, and services including practices and procedures are designed to be accessible to everyone, including persons with disabilities.

Equality of Opportunity: Equality of opportunity means having the same chances, options, benefits, and results as others. In the case of services, it means that persons with disabilities have the same opportunity as others to obtain, use, and benefit from the way goods or services are provided. They should not have to make significantly more effort to access or obtain services. They should also not have to accept lesser quality or more inconvenience.

2. DEFINITIONS

Accessible Formats: includes but are not limited to accessible electronic formats, Braille, text transcripts, large print, recorded audio, and other formats accessible to persons with disabilities.

Assistive Device: a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices

that members and guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. This includes:

- a physical barrier,
- an architectural barrier,
- an informational or communications barrier,
- an attitudinal barrier,
- a policy, practice, or technological barrier.

Communication Supports: includes but is not limited to sign language, plain language and other communication supports that facilitate effective communications.

Disability: Disability means: (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 *Ontario Workplace Safety and Insurance Act, 1997*.

Guide Dog: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations issued under the *Blind Persons' Rights Act*.

Service Animal: An animal is a service animal for a person with a disability if,

(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- (ii) A member of the College of Chiropractors of Ontario.
- (iii) A member of the College of Nurses of Ontario.
- (iv) A member of the College of Occupational Therapists of Ontario.
- (v) A member of the College of Optometrists of Ontario.
- (vi) A member of the College of Physicians and Surgeons of Ontario.
- (vii) A member of the College of Physiotherapists of Ontario.

- (viii) A member of the College of Psychologists of Ontario.
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

A guide dog as defined in section 1 of the *Blind Persons' Rights Act* will also be considered to be a service animal.

Support Person: A support person means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods and services.

3. TRAINING

Dovercourt will require staff and board members to complete online, e-learning modules, after being hired by Dovercourt to ensure their comprehension of providing accessible customer service and accessibility as outlined.

Dovercourt will ensure that training is provided to: (a) all Dovercourt personnel (including paid and unpaid, full-time and part-time, and contract positions); (b) all persons who participate in developing Dovercourt's policies; and, (c) all other persons who provide goods, services or facilities on Dovercourt's behalf. The training will be appropriate to the duties of the personnel and such other persons.

Training will include: a review of the purposes of the AODA and requirements of the Customer Service Standards, how to interact and communicate with customers with various types of disabilities, how to interact with customers with a disability who use an assistive device or require the assistance of a service animal or support person, how to use equipment or devices made available on Dovercourt premises to assist customers with a disability to obtain, use or benefit from our services, what to do if customers with a disability are having difficulty accessing our premises and/or services; and the content and requirements of Dovercourt policies, practices and procedures relating to the Customer Service Standards.

Training will be provided to all designated persons to whom this Policy applies as soon as practicable after their start date with Dovercourt.

4. FEEDBACK PROCEDURE

Feedback Process. Dovercourt will implement its complaint policies as outlined and ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, clients, customers or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option. Dovercourt is committed to meeting the requirements of the Customer Service Standard. Customers' comments regarding how well Dovercourt is meeting customers' needs and expectations are welcomed and appreciated. Dovercourt will ensure that the feedback process is accessible to persons with disabilities by providing, or arranging to provide, the feedback process in accessible formats and communication supports, on request.

Feedback Delivery Channels. Customers may provide feedback in the manner in which Dovercourt provides its services to customers with disabilities. Feedback may be delivered through the following channels:

- by email at: feedback@bgcdovercourt.com
- in writing, by sending feedback to: 180 Westmoreland Ave, Toronto, ON M6H 3A2 (BGC Dovercourt Location) & 1379 Bloor St W, Toronto, ON M6P 4J5 (Junction Triangle Clubhouse)
- in person, by visiting Dovercourt's Main Office at 180 Westmoreland Ave, Toronto, ON M6H 3A2 and Junction Triangle Clubhouse at 1379 Bloor St W, Toronto, ON M6P 4J5 office and hand delivering feedback in writing to the reception area.
- Tel: Dovercourt #416-536-4102 Junction #416-530-4233

Responding to Feedback. Dovercourt's AODA representative will respond to all feedback received as soon as practicable. A reply will be provided in the format requested by the customer: by email, phone or in writing. In the response, Dovercourt will acknowledge receipt of the customer's feedback, and outline any further action(s) to be taken. Where appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy.

5. ASSISTIVE DEVICES

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Dovercourt. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer. All designated persons will be trained on how to assist with various assistive devices, should their assistance be required.

6. SERVICE ANIMALS

A customer with a disability who is accompanied by a guide dog or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. If a service animal must be excluded, we will explain why the service animal must be excluded and explore alternative ways in which the customer with a disability can obtain, use or benefit from Dovercourt's services. The customer accompanied by a service animal is responsible for ensuring that the service animal is kept in control at all times. All designated persons will receive training on how to interact with a customer with a disability who is accompanied by a service animal.

Recognizing a Guide Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Dovercourt may request verification from the customer.

Care and Control of the Animal: The customer/client who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

7. SUPPORT PERSON

If a customer/client with a disability is accompanied by a support person, Dovercourt will ensure that both persons are allowed to enter the premises together and that the customer/client is not prevented from having access to the support person. All customer/client confidentiality requirements and practices will also apply to support persons. Where appropriate, support persons may be required to acknowledge that it is the customer, and not the customer's support person, to whom Dovercourt is providing services. Dovercourt may require a customer with a disability to be accompanied by a support person where it is necessary to protect the health and safety of the customer with a disability or the health and safety of others on the premises. All designated persons will receive training on how to interact with customers with a disability who are accompanied by a support person.

8. NOTICE OF DISRUPTIONS IN SERVICE

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Dovercourt. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use, reasonable efforts will be made to provide advance notice via social media and phone calls as necessary. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible. The notice will include the following information: that a facility or service is unavailable; the anticipated duration of the disruption; the reason for the disruption; and alternative facilities or services, if available. In the event of an unexpected disruption, notice will be provided as soon as possible.

9. COMMUNICATION WITH PERSONS WITH DISABILITIES

Dovercourt strives to communicate with customers with a disability in a manner that takes into account both the customer's disability and the customer's preferred method of communication. Dovercourt recognizes that not all customers will wish to communicate in the same manner. Dovercourt can communicate with customers in writing, via telephone, email, or meetings, either in person or via video conferencing. Upon request, Dovercourt strives to provide all published information or communications for its customers in an electronic or digital format that facilitates conversion of the information or communication into an accessible format. All designated persons will receive training on how to interact and communicate with persons with various types of disabilities.

10. NOTICE OF AVAILABILITY OF DOCUMENTS

This Policy and its procedures will be made available to the public and customers upon request. Notification of the availability of documents will be posted on Dovercourt's website. Dovercourt will provide documents, or the information contained in documents, required to be provided under the Policy to a customer with a disability in a format that takes into account a customer's disability at no extra cost to the customer upon request.