

<b>POLICY &amp; PROCEDURE Title</b> Accessible Customer Service – Provision of Goods and Services including the Use of Assistive Devices	
<b>Category</b> Human Resources, Organizational Development & Equity	
<b>Sub-Category</b> Accessibility	<b>Version # 2</b>
<b>Approver</b> V.P. Human Resources, Organizational Development & Equity	<b>Owner</b> Director, Human Resources & Organizational Development
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Once printed, this is an uncontrolled document. Refer to Policy Tech for the most current version.

## 1.0 Purpose

Include brief statement(s) about the overall purpose of the policy, i.e. what outcome(s) is the policy intended to achieve?

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standards for Customer Service, (O. Reg. 429/07) (Provision of Goods and Services including the Use of Assistive Devices) and IASR (O. Reg. 191/11).

## 2.0 Scope

Include brief statement(s) that identify to whom (e.g. specific people or groups) and to which specific items the policy applies. Specify exclusions to clarify scope, if needed.

These procedures and practices apply where persons with disabilities require assistance in accessing the goods and services provided by and on behalf of Home and Community Care Support Services HNHB Hamilton Niagara Haldimand Brant (HNHB). This may include the person's use of their own assistive device and the assistive devices or other reasonable forms of assistance provided by Home and Community Care Support Services HNHB.

## 3.0 Definitions

Set out definitions of key terms used.

**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

## 4.0 Policy Statement(s)

Policy statements are about identifying the broad principles or standards of expected action or behaviour and/or compliance.

Home and Community Care Support Services HNHB has established procedures and practices pertaining to the need to accommodate persons with disabilities so that they are able to access Home and Community Care Support Services HNHB services.

## 5.0 Procedures and Responsibilities

*Include brief statement(s) identifying actions and responsibilities and the positions responsible for carrying out the steps aimed at ensuring the policy is adhered to.*

Home and Community Care Support Services HNHB is committed to making reasonable efforts to accommodate persons with disabilities in accordance with the following principles:

- dignity
- independence
- integration, except when alternate measures are necessary to meet the needs of people with disabilities, and
- equal opportunity. (s.3 (2), Ontario Regulation 429/07 (Principles are required))

Home and Community Care Support Services HNHB has established procedures and practices pertaining to the need to accommodate persons with disabilities so that they are able to access Home and Community Care Support Services HNHB services.

When communicating with a person with a disability Home and Community Care Support Services HNHB will do so in a manner that takes into account their disability and staff will demonstrate awareness of how to interact with persons who require the assistance of support persons, service animals and assistive devices.

### **Accommodating Clients with Disabilities:**

In most situations the customer should initiate a request for accommodation including the need for an assistive device to Home and Community Care Support Services HNHB staff. Staff will be pleased to work with the customer to provide a suitable form of assistance.

Where staff are aware of a person's need for assistance in accessing goods and services, staff will inform persons with disabilities of the accommodations and/ or the assistive devices the Home and Community Care Support Services HNHB makes available to persons with disabilities.

### **Informal Accommodation:**

Accommodation often involves simple or informal forms of assistance that staff can provide quickly and easily. For example, staff may offer to fill out a form for a person who finds it difficult to grip a pen.

### **Formal Accommodation:**

Formal accommodation procedures will be followed when accommodation cannot be readily approved or provided or is uncertain and requires investigation or assessment, or accommodation that must be booked in advance, such as a sign language interpreter.

For these accommodations staff will complete the appropriate formal accommodation request form.

(Home and Community Care Support Services HNHB should refer to their existing client accommodation procedures.)

**Management Responsibilities:**

Managers or their delegates will:

- either approve, deny, research and/ or approve the accommodation request
- ensure the accommodation has been arranged for the client
- make certain the customer is kept informed of the status of their request in a timely manner.

**The Use of Assistive Devices by Persons with Disabilities:**

Persons who require the use of an assistive device will be permitted to keep their device with them while accessing Home and Community Care Support Services HNHB goods and services unless the health and safety of the client or others is at risk or where there is a risk of damage to any person or property.

Persons using assistive devices are expected to operate the device in a controlled manner at all times.

If the device cannot stay with the person or if the person is not permitted to use the device the Home and Community Care Support Services HNHB will make certain that other means of accommodation are available to the customer.

**Disagreements about the use of Assistive Devices and Accommodation Decisions:**

In the event that staff and customers disagree about the use of assistive devices or accommodation decisions staff will follow the applicable feedback and complaints process.

**Storing and Releasing Accommodation Records:**

Accommodation forms containing information about a particular client or other customer will be subject to the confidentiality restrictions of the Personal Health Information Protection Act (PHIPA).

**Agents and Others Providing Services** on behalf of Home and Community Care Support Services HNHB will adhere to these procedures and practices.

## 6.0 Supporting Documents and Tools

*List the tools that are available to staff in the implementation of this procedure.*

**Related Policies and Procedures**

- Accessible Customer Service - Notice of Temporary Disruptions in Services Procedure
- Accessible Customer Service - Use of Service Animals by persons with Disabilities Procedure
- Accessible Customer Service - Feedback and Complaints Policy and Procedure
- Accessible Customer Service - Use of Support Persons by persons with Disabilities Procedure

**Job Aids and Forms**

N/A

**Other Supporting Documents**

N/A

**7.0 Related Legislation and Other References**

*List the related legislative documents (e.g. acts, regulations, and standards), government policy, and related Professional College policies, procedures, forms, templates, guidelines or committee terms of reference that together form a suite or framework for the specific policy matter.*

**External Resources/Links**

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 429/07 – Customer Service Standards (AODA)

**Supersedes: N/A**