

# NRH Notice 10-05 – Appendix "C"



Policy and Procedure

C-13

Customer Service Standard Compliance –  
Support Services

<b>SUBJECT:</b>	Customer Service Standard Compliance – Support Services	<b>POLICY/PROCEDURE #:</b> C -13
<b>SECTION:</b>	General Administration - Accessibility	
<b>IMPLEMENTATION DATE:</b>	December 2009	<b>APPROVED BY:</b> General Manager
<b>REVISION DATE(S):</b>		<b>SIGNATURE:</b> <i>Original signed by Lora Beckwith, General Manager</i>
<b>REASON FOR CHANGE:</b>		
<b>RELEVANT LEGISLATION:</b>	Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Customer Service Standard (Ontario Regulation 429/07)	

## PURPOSE

Niagara Regional Housing (NRH) is committed to being responsive to the diverse needs of all its customers by striving to provide equal access to its programs, services and facilities, including people with disabilities.

## POLICY

NRH will develop policies, procedures and practices which address integration, independence, dignity and equal opportunity, to comply with the legislative requirements prescribed under the Accessibility for Ontarians with Disabilities Act (AODA), and to promote accessibility. This policy fulfills the AODA requirement for support service standards under the Customer Service Standard, Ontario Regulation 429/07.

## SCOPE

This policy applies to NRH Board of Directors and staff, including volunteers, contractors, agents and any other people who interact with the public or other third parties, on behalf of NRH.

## ASSISTIVE DEVICES

If a person with a disability requires assistive devices to access goods or services of NRH, they are allowed to use such devices.

## **GUIDE DOGS, SERVICE ANIMALS**

If a person with a disability is accompanied by a guide dog or other service animal, NRH and Niagara Region will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, NRH will look to other available measures to enable the person with a disability to obtain, use or benefit from NRH's services.

## **SUPPORT PERSONS**

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. NRH may require a person with a disability to be accompanied by a support person while on its 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.

## **DISRUPTION OF SERVICES**

If there is a disruption in a particular facility or service used to allow a person with a disability to access goods or services, NRH will give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available. This posting will be in a conspicuous place on NRH's premises (i.e. such as common areas by the elevator or next to the elevator on the main floor) or by other reasonable methods in the circumstances. If the disruption is anticipated, NRH will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. (See Appendix B and C)

## **FEEDBACK PROCESS**

The public can provide feedback on the accessibility of the provision of goods and services by NRH:

- a) by mail addressed to: PO Box 344, Thorold, Ontario L2V 3Z3
- b) by phone to: 905 682- 9201, Ext. 3948
- c) in person at: 2201 St. David's Road, Thorold, Ontario
- d) website at: [www.nrh.ca](http://www.nrh.ca)

Feedback will be responded to within three business days of its receipt by NRH.

## **SUPPORTING FORMS**

## **RELATED DEFINITIONS**

See Appendix A

## **RELATED POLICIES AND PROCEDURES**

Customer Service Standard Compliance – Training and Requirements (C-12)

Procedures for Disruption of Services Notification – See Appendix B and C

## APPENDIX "A"

### DEFINITIONS

#### **Assistive Devices**

Auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

#### **Disabilities**

As per the Ontario Human Rights Code, 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 coordination, 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*. ("handicap")

#### **Employees**

Every person who deals with members of the public or other third parties on behalf of the NRH, whether the person does so as an employee, agent, volunteer or otherwise.

#### **Persons with Disabilities**

Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code.

**Service Animals**

Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**Support Persons**

Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

## APPENDIX B

### **Procedure for Notification of Scheduled Service Disruption**

Procedures for Disruption of Service Notification for the purpose of compliance with the *Customer Service Standard of the Accessibility for Ontarians with Disabilities Act ( 2005)* (AODA)

The following is a step by step outline of the procedures to be followed in providing notification of a Disruption in Service at Niagara Regional Housing (NRH) buildings. In order to comply with the AODA the requirement is that two procedures shall be outlined, one addressing the steps taken when an unforeseen disruption occurs and secondly a procedure for notification of a scheduled disruption in service.

### **PROCEDURE FOR NOTIFICATION OF SCHEDULED SERVICE DISRUPTION**

- 1) Upon determining that a Disruption in Service will occur the appropriate divisional manager shall notify the Resource Unit with details of the disruption including, where possible :
  - a. Date and time of the disruption of service
  - b. Reason for disruption
  - c. Length of disruption
  - d. Alternate services, if applicable
  - e. A contact name and number
- 2) The Resource Unit will ensure that posters are easy to read and the Divisional Team Manager shall ensure that Notice of Service Disruption posters are posted in appropriate locations.
- 3) The Resource Unit shall ensure that proper notice is provided to internal target audiences, such as employees, and external target audiences through the media, website, and any other vehicles and channels as deemed necessary. These duties are outlined in NRH's Emergency Response Plan.

## APPENDIX C

### **Procedure for Notification of Unforeseen Service Disruption**

Procedures for Disruption of Service Notification for the purpose of compliance with the *Customer Service Standard* of the Accessibility for Ontarians with Disabilities Act ( 2005) (AODA)

The following is a step by step outline of the procedures to be followed in providing notification of a Disruption in Service at Niagara Regional Housing (NRH) buildings. In order to comply with the AODA the requirement is that two procedures shall be outlined, one addressing the steps taken when an unforeseen disruption occurs and secondly a procedure for notification of a scheduled disruption in service.

#### **PROCEDURE FOR NOTIFICATION OF UNFORESEEN SERVICE DISRUPTION**

- 1) Upon discovering the crisis or emergency situation the person shall inform a member of their management team immediately, who in turn informs the General Manager and Divisional Manager.
- 2) The Resource Unit will ensure that posters are easy to read and the Divisional Team Manager shall ensure that Notice of Service Disruption posters are posted in appropriate locations
- 3) The member of the management team shall then inform Resource Unit staff to inform internal target audiences, such as employees, and external target audiences through the media, website, and any other vehicles and channels as deemed necessary. These duties are outlined in NRH Emergency Response Plan.