

Accessibility for Ontarians with Disabilities- Customer Service Policy for OFCP

Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 (the AODA) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” establishes accessibility standards specific to customer service and the provision of goods and services to the public.

The OFCP is required to meet the requirements of accessibility standards established by the AODA. This policy applies to all OFCP staff, volunteers and similar parties who deal with the public.

Policy Statement

The OFCP strives to provide goods and services in a way that respects the dignity and independence of people with disabilities and will use reasonable efforts to ensure its policies, practices and procedures are consistent with the spirit and requirements of the accessibility standards for customer service (Ontario Regulation 429/07).

Communication with persons with disabilities

When communicating with a person with a disability, the OFCP will do so in a manner that takes into account the person's communication disability and preferred method of communication.

Assistive devices

A person with a disability may provide their own assistive device for the purposes of obtaining, using and benefiting from the OFCP's resources and services that are made available to the public and our stakeholders.

Service Animals

The OFCP is committed to welcoming people with disabilities who are accompanied by a service animal onto our premises.

Support Persons

The OFCP is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. In the event that a fee is charged in relation to a support person's presence on the OFCP premises or to attend a OFCP-sponsored event, no fee will be charged for the attendant/facilitator.

Notice of Temporary Disruption

The OFCP will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The OFCP will provide notice by posting information in visible places on our premises or on the OFCP website, or by any other method that may be reasonable under the circumstances.

Training for Staff

The OFCP will provide training to all Directors, employees, volunteers and others who deal with our stakeholders and the general public on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will be provided as soon as practicable after an individual assumes responsibilities related to the public and will include the following:

- The purposes of the AODA and the requirements of the Accessibility standards for Customer Service.
- Information regarding the OFCP policies, practices and procedures relating to the customer service standards.

- How to interact and communicate with people with various types of disabilities.
- What to do if a person with a particular type of disability is having difficulty accessing services
- As well as how to interact with people with disabilities who use an assistive device, service animal or support person.
- How to use the equipment or assistive devices that may be available at the OFCP.

The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

Feedback is welcomed as it encourages continuous service improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods.