Policy Title: Accessibility – Customer Service for Persons with Disabilities

Category:	☐Institutional - Board ☐Academic - Administrative ☒Institutional - Administrative ☐Employment - Administrative		
Approved by:	☐Board ☒President		
Policy Sponsor:	Vice President, Administration and Finance		
Date Approved:	August 24, 2023	Effective Date:	August 24, 2023
Date Last Reviewed:	August 24, 2023	Date of Mandatory Review (expiry date):	August 2028

1. POLICY

CMCC is committed to maintaining an accessible environment for persons with disabilities in the delivery of its goods and services.

CMCC will provide reasonable accommodation to people with disabilities in a way that respects their dignity, independence, integration, and provides them with equal opportunity to access goods and services offered by CMCC.

1. **Communication:** CMCC employees will communicate with people with disabilities in ways that will take into account their disabilities. CMCC will make reasonable alternate methods of communication available upon request and in a timely manner.

2. **Assistive Devices:** Persons requiring assistive technology to access programs or services at CMCC will be allowed to do so as long as there is no interference with regularly provided services.

3. **Use of Service Animals:** CMCC will provide access to people with disabilities who are accompanied by a service animal to the areas of its premises that are open to the public and other third parties. Such individuals will be permitted to keep the animal with them unless it is otherwise excluded by law.

4. **Use of Support Persons:** CMCC will provide access to 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 their support person.

a. CMCC may require a person with a disability to be accompanied by a support person while on the premises in order to protect the health or safety of the person with a disability or the health or safety of others.

5. **Training for Staff:** CMCC will provide training to all employees and students who interact with the public on behalf of CMCC, and to all those who are involved in the development and approvals of customer service policies, practices and procedures.

6. **Notice of Temporary Disruption:** CMCC will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

7. **Feedback Process:** Feedback regarding the way CMCC provides services to people with disabilities can be provided using various methods and will take into consideration the fact that individuals with disabilities may require access to different forms of communication depending upon their disability. This means that feedback can be given verbally, by email, by telephone, via suggestion box, in writing, or through a third party.

Complaints will be dealt with through the normal channels for dealing with complaints (Student Services – student issues; Clinic Management Team – Clinic issues; Human Resources – employee issues).

2. PURPOSE

To comply with the Integrated Accessibility Standards Regulation (IASR) Customer Service Standard made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), for private organizations of 50 people or more.

3. SCOPE

All individuals using or receiving CMCC facilities and services.

4. INFORMATION AND COMPLIANCE PLANS (not a comprehensive list)

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial Legislation 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 on or before January 1, 2025.

This document is consistent with the Integrated Accessibility Standards Regulation (IASR) Customer Service Standard made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), O. Reg. 429/07 and O. Reg. 191/11, as amended and addresses the following:

- the provision of goods and services to persons with disabilities
- the use of assistive devices by persons with disabilities
- the use of service animals by persons with disabilities
- the use of support persons by persons with disabilities
- notice of temporary disruptions in services and facilities
- staff training
- client feedback regarding the provision of goods and services to persons with disabilities
- notice of availability and format of documents and meetings
- CMCC Accessibility Commitment Statement
- CMCC Accessibility Standards Compliance Plan
- CMCC Equity Diversity and Inclusion Commitment Statement
- CMCC Occupational Health and Safety Commitment Statement

5. RELATED POLICIES (not a comprehensive list)

- Accessibility – Integrated Regulations: Employment Standards
- Accessibility – Integrated Regulation: information and Communication Standards
- Accommodation for Students with Disabilities
- Health and Safety
- No Pets Policy

6. DEFINITIONS

Disability, as defined in the Ontario Human Rights Code Section 10 (1):

1. 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, incudes 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.

2. a condition of mental impairment or a developmental disability.

3. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

4. a mental disorder, or

5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal means an animal for a person with disabilities where it is readily apparent that the animal is used by the person for reasons relating to their disability.

A Support Person is someone who accompanies a person with disability to help them with communication, mobility, personal care or medical needs or with access to goods and services.

New Policy Approved (date):	November 2010
Policy Revision History (dates):	August 31, 2017 August 24, 2023

7. PROCEDURES

CMCC will oversee the implementation and oversight of the Accessibility for Ontarians with Disability Act (AODA) and the integrated regulation and standards, through the Human Resources Department, in collaboration with the Equity, Diversity and Inclusion Advisory Committee which will review complaints and responses on a quarterly.

CMCC Managers are responsible for ensuring their departmental/divisional processes and procedures incorporate the AODA Integrated Accessibility Standards Regulation (IASR): Customer Service Standard policy.

Records of training will be kept in the CMCC's Human Resources department.

Training will include the following:

1. Objective(s) of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the IASR: Customer Service Standard.

2. How to interact and communicate with people with various types of disabilities.

3. How to interact with people with disabilities who use an assistive device or require the assistance of a support person or a service animal.

4. Where assistive devices are available on the premises, staff in these areas will know how to use the devices to assist individuals with disabilities.

5. What to do if a person with a disability is having difficulty in accessing services.

New Procedure Approved (date):	November 2010
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8. ATTACHMENTS

None.