



MODULE: Business Operations	SECTION: Administration	
REGULATION:	POLICY NAME: Customer Service Standards	
POLICY NO: A 1.13	ORCA STANDARD:	EFFECTIVE DATE:
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A 1.13 Customer Service Standards

1. Purpose and Policy Statement

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

The *Accessibility Standards for Customer Service* (“the Standards”) are part of the broader *Integrated Accessibility Standards Regulation*. The Standards have been established under the Act to ensure services and facilities are, where at all possible, equally accessible to every member of the public.

We at Orchard View by the Mississippi Inc. strive to provide accessible services and facilities to our residents and their families and friends. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standards and promote their underlying core principles, described below.

2. Definitions

- i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- ii. **Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- iii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iv. **Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- v. **Disability** – means:
 - i. 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,
 - ii. a condition of mental impairment or a developmental disability,
 - iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,



- iv. a mental disorder, or
- v. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- vi. **Guide Dog** - A guide dog as defined in section 1 of the Blind Persons Rights' Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.
- vii. **Service Animal** - means an animal,
 - a) that 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) for which 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:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - A member of the College of Chiropractors of Ontario.
 - A member of the College of Nurses of Ontario.
 - A member of the College of Occupational Therapists of Ontario.
 - A member of the College of Optometrists of Ontario.
 - A member of the College of Physicians and Surgeons of Ontario.
 - A member of the College of Physiotherapists of Ontario.
 - A member of the College of Psychologists of Ontario.
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- viii. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

“We”, “Our” and “Staff” means Orchard View by the Mississippi Inc. and its employees, volunteers, agents and contractors.

3. Core Principles Of the Policy

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:



- i. **Dignity** - Persons with a disability are as deserving of quality service as any other person and should be treated in a manner consistent with this fact.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services and facilities.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services and facilities in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services and facilities will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services and facilities should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist but will not do so without first attempting to get the permission of the person with a disability.

4. Implementation

Orchard View by the Mississippi Inc. has created an Accessibility Committee responsible for:

- i. Developing and implementing policies aimed at providing accessible services and facilities to persons with a disability.
- ii. Developing and implementing an accessibility training program as required by the Standards.
- iii. Developing and implementing a feedback procedure as required by the Standards.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

5. Providing Services And Facilities To People With Disabilities

I. Policies

Orchard View by the Mississippi Inc. shall make all reasonable efforts to ensure that its policies which impact the delivery of its services and facilities to residents, their family and friends, the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

II. Communication

Orchard View by the Mississippi Inc. strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.



III. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services and facilities.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

IV. Accessibility at Our Premises

We offer the following facilities and services at Orchard View by the Mississippi Inc. to which the Policy applies to enable persons with a disability to obtain, use or benefit from our services and facilities:

(i) Assistive devices (ii) alternate formats of documents i.e. commonly asked questions available in a handout and in large print, (iii) assistance of a staff person to complete a form, (iv) stool if counters are too high for a person of short stature, (v) a chair for waiting in line if a person's disability prevents him or her from standing for lengthy period, (vi) improved lighting in certain areas for individuals with vision disabilities (vii) Large print instructions for the use of appliances (viii) billing invoices and statements will be provided in the following format upon request: hard copy, large print, email.

V. Service Animals and Guide Dogs

Persons with a disability may enter premises owned and/or operated by Orchard View by the Mississippi Inc. accompanied by a Guide Dog or Service Animal, and keep the Guide Dog or Service Animal with them, if the public has access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

If a Guide Dog or Service Animal must be excluded by law, we explain to the person why this is the case and explore alternative ways to meet the person's needs.

VI. Support Persons

A person with a disability may enter premises owned and/or operated by Orchard View by the Mississippi Inc. with a Support Person and have access to the Support Person while on the premises.

Orchard View by the Mississippi Inc. may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

- a) 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; and



- b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Orchard View by the Mississippi Inc. occasionally holds functions and events for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged. Where the presence of a Support Person is required by Orchard View by the Mississippi Inc., any applicable admission fee or fare will be waived for that person.

VII. Notice of Temporary Disruptions

Orchard View by the Mississippi Inc. will notify residents, their friends and families and the public if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services or facilities. The notification will be made by posting a notice at the entrance of the applicable premises, on the home page of the Orchard View by the Mississippi Inc. website or in some other location or by some other means as may be appropriate in the circumstances.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

6. Training And Records

Orchard View by the Mississippi Inc. will ensure the following individuals receive the training required under the Standards:

- i. Every employee and volunteer
- ii. Every person who participates in developing Orchard View by the Mississippi Inc. policies.
- iii. Every other person who provides services or facilities on behalf of Orchard View by the Mississippi Inc.

A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standards.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.



- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our services and facilities.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services and facilities.

B. Timing of Training

All persons to whom this Policy applies will receive the required training as soon as practicable after he or she is assigned the applicable duties. On-going training will occur as changes are made to policies, procedures and practices and as new individuals assume the applicable duties.

C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standards.

7. Feedback Procedure

A. Receiving Feedback

Orchard View by the Mississippi Inc. welcomes and appreciates feedback regarding the manner in which it provides services and facilities to persons with disabilities and regarding whether its feedback procedure is accessible to persons with disabilities. Feedback can be provided in the following ways:

- i. In person at 219 Paterson Street, Almonte ON, K0A 1A0.
- ii. By telephone at 613-963-5000 ext. 464.
- iii. In writing to Attention: Executive Director, 219 Paterson Street, Almonte ON, K0A 1A0.
- iv. Electronically to ovmdirector@ovlc.com or on a USB.

B. Responding to Complaints

Orchard View by the Mississippi Inc. will make reasonable efforts to resolve complaints at the time that they are made. If immediate resolution of a complaint is not possible the individual may submit a complaint to:

Joe Price,
Executive Director
613.963.5000 Ext. 464
E-mail: ovmdirector@ovlc.com



Persons who wish to be contacted about their complaint must provide their contact information. The individual will then be contacted by a representative of Orchard View by the Mississippi Inc.. Orchard View by the Mississippi Inc. will make reasonable efforts to provide responses to complaints in a manner that is accessible to the complainant.

C. Availability of Feedback Procedure

Orchard View by the Mississippi Inc. shall make information about this feedback procedure readily available to the public and shall make it accessible to persons with disabilities by providing, or arranging for the provision of, Accessible Formats and Communication Supports, on request.

8. Documentation To Be Made Available

This Policy and any other documentation required by the Standard shall be made available to any member of the public upon request.

Notification of same shall be posted at a conspicuous place on the premises owned or operated by Orchard View by the Mississippi Inc., by posting it on Orchard View by the Mississippi Inc.'s website, or by such other method as is reasonable in the circumstances.

9. Format Of Documents

Orchard View by the Mississippi Inc. will provide documents, or the information contained in documents, required to be provided under the Standards, to a person with a disability in an Accessible Format or with a Communication Support upon request.

The document(s) shall be provided in a timely and in a manner that takes into account the person's accessibility needs due to disability. The documents shall also be provided at a cost that is no more than the regular cost charged to other persons.

Orchard View by the Mississippi Inc. shall consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

Questions About This Policy

For more information about the Policy or for questions regarding Orchard View by the Mississippi Inc. policies, practices and procedures for accessible service please contact:

Orchard View by the Mississippi Inc.
219 Paterson Street, Almonte, Ontario, K0A 1A0; Phone: 613.963.5000; Fax: 613.256.6000
Joe Price,
Executive Director
613.963.5000 Ext. 464
E-mail: ovmdirector@ovlc.com

A 1.13.1 Accessibility Standards Package – Helpful Forms

Feedback Process



Feedback Process

The ultimate goal of **Orchard View by the Mississippi Inc.** is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way **Orchard View by the Mississippi Inc.** provides goods, services and facilities to people with disabilities can be made by using mail, e-mail, suggestion box, feedback form or verbally.

All feedback should be directed to:

Orchard View by the Mississippi Inc.

219 Paterson Street, Almonte, Ontario, K0A 1A0; Phone: 613.963.5000; Fax: 613.256.6000

Joe Price,

Executive Director

613.963.5000 Ext. 464

E-mail: ovmdirector@ovlc.com

Customers can expect a response within **(2)** business days.



A 1.13.1 Accessible Customer Service Feedback Form

Thank you for visiting **Orchard View by the Mississippi Inc.** Your feedback is important to us. We consistently strive to improve accessibility for all our customers to meet their needs.

Please take a few moments to share your experience with us today.

- 1. Date of your visit: _____
- 2. Approximate time of your visit: _____
- 3. Departments visited: _____
- 4. Were you satisfied with our customer service today? YES NO
- 5. Did you have any problems with accessing our goods, services and/or facilities? YES NO

If YES, please explain:

- 6. What, in your opinion, can we do to resolve this problem?

- 7. May we contact you for additional information? YES NO

If YES, please state your address and telephone number: _____

In order for us to solve this problem efficiently and to help us better serve you and others in the future, please complete the following information.

Do you currently have a disability? YES NO

If YES, please explain: _____

Please circle your appropriate age range:

Less than 19 / 20 – 29 / 30 – 39 / 40 – 49 / 50 – 59 / 60 – 69 / over 70

I agree to allow **Orchard View by the Mississippi Inc.** to use the information collected on this form.

_____ _____ _____
Name Signature Date

(For Office Use)	Feedback Reference # _____
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A 1.13.1 Feedback Response Form

Responding To Client/Customer Feedback

Feedback Reference #: _____

Date: _____

Your name: _____

Department/Office: _____

Date feedback received: _____

Name of client/customer (if known): _____

Contact information (if given): _____

Details: _____

Action to be taken: _____

Date to be completed: _____

Has client/customer been contacted? () YES () NO

If YES, state outcome: _____

Additional Comments: _____

Signature: _____

Date: _____



A 1.13.1 Customer Service Feedback Tracking Log

Reference Form #	Date Feedback Received	Method Feedback Received	Employee Name <i>(for follow up)</i>	Department/ Location	Feedback Summary	Investigation Outcome (eg. resolved, escalated, in progress)	Resolution Date	Notes / Comments

A 1.13.1 Accessible Documentation



Here are a few helpful tips and resources for Accessible documentation:

For accessible **PowerPoint** presentations:

- High colour contrast between foreground and background
- The Canadian National Institute for the Blind (CNIB) recommends a minimum of a 16 pt. font, sans serif such as Arial or Helvetica
- Backgrounds should be plain, use pastel colours and avoid busy patterns
- Avoid cluttered screens (too many words, images or both) as they are confusing
- If uploading to a course site, save PowerPoint file as a **.pdf**

Word Documents

As Microsoft Word documents are mainly text, they are usually considered accessible. However, when design elements such as tables, columns, lists and images are incorporated into the document, they can render it inaccessible. To ensure your Word document is fully accessible it is recommended that style sheets be used when creating the document. Style sheets provide structure to the document using specific coding. When an individual using screen reader software accesses the document, this coding is read by the screen reader and communicated to the individual. Stylesheets can also be a time saver for the writer, particularly if you create your own templates.

Websites

An accessible web site is one that is easy to navigate, well organized and conveys information in a consistent, logical manner. Screen readers can read the text on the screen, but images, graphs and charts can be meaningless to those with vision problems.

Some website basics:

- use <alt> tags on images
- Don't use graphics to communicate information - use text
- Multimedia presentations such as videos require captioning or text transcripts
- Provide summaries of data tables
- Keep navigation simple and consistent
- Use contrasting text and background
- Don't initiate actions that can't be stopped
- Chunk text - use white space around text for easier reading
- Don't use "click here." It is better to describe the link



A 1.13.1 Accessible Documentation (continued)

Links:

<http://terrillthompson.blogspot.com/2010/04/accessible-documents-in-html-word-and.html>

<http://webaim.org/techniques/acrobat/>

<http://webaim.org/techniques/word/>

<http://webaim.org/>

<http://acrobatusers.com/topics/accessibility> (accessible Adobe products)

http://www.uoit.ca/EN/main/11259/11270/centre_for_students_with_disabilities/faculty/478551.html
(presentation of accessible word documents)

www.csub.edu/ati/documents/Accessible_MS_Word_documents.doc

For additional information on accessible documentation through the proposed Information and Communications standard please visit: www.mcass.gov.on.ca

A 1.13.1 Notice of Service Disruption



Notice of Service Disruption

Orchard View by the Mississippi Inc. will provide customers with 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.

Notice may be given by posting the information at all public entrances and service counters on our premises.

Refer to **Executive Director of Orchard View by the Mississippi Inc.** for further information in such cases.

A 1.13.1 Notice of Service Disruption



**NOTICE
DISRUPTION IN SERVICE**

There will be a scheduled service disruption at the	219 Paterson Street, Almonte, ON
The details of the service disruption are:	
Date:	
Type of Disruption:	
Reason for Disruption:	
Duration of Disruption:	
Alternative Facilities or Services Available:	

On behalf of **Orchard View by the Mississippi Inc.**, we thank you for your understanding and patience in this matter as we continually strive to serve you better. We apologize for any inconvenience this may cause. Should you have any inquiries or concerns, please direct them to the contact person listed below. Thank You.

Customer Contact: _____

Insert Name: _____

Title _____

Tel: _____

Email: _____

A 1.13.1 – Service Animals



Service Animals

Orchard View by the Mississippi Inc. is committed to welcoming people with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

An animal is considered to be 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:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario
 - A member of the College of Chiropractors of Ontario.
 - A member of the College of Nurses of Ontario.
 - A member of the College of Occupational Therapists of Ontario.
 - A member of the College of Optometrists of Ontario.
 - A member of the College of Physicians and Surgeons of Ontario.
 - A member of the College of Physiotherapists of Ontario.
 - A member of the College of Psychologists of Ontario.
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

A 1.13.1 Support Persons



Support Persons

Orchard View by the Mississippi Inc. is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter **Orchard View by the Mississippi Inc.** premises with his or her 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.

A “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, services or facilities.

Orchard View by the Mississippi Inc. may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

- a) 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; and
- b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

In case of a special event the applicable fee will be charged for the support person for admission to **Orchard View by the Mississippi Inc.’s** premises. Customers will be informed of this by a notice that will be posted in **Orchard View by the Mississippi Inc.’s** premises. However, where the presence of a support person is required by **Orchard View by the Mississippi Inc.**, any applicable admission fee or fare will be waived for that person.



A 1.13.1 AODA Customer Service Standard – Training Log

Staff Training Record

Employee Name: _____

Date of Record Commencement: _____

Date of Training	Name of Training	Name of Trainer	Location of Training	Training Verification (eg. Certificate of completion / attendance record)	Comments



A 1.13.1 Instructions for Filing an Accessibility Report

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/ComplyingStandards/customerService/instructions_filing.aspx

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/ComplyingStandards/customerService/toolsToHelpYouComply_FAQ.aspx