

Policy Number: 3-01	Section: Employment Policies
Subject: Accessibility Standards for Customer Service	
Effective Date: October 18, 2011	Revision Date: December 1, 2011
Page 1 of 4	

Statement of Intent

The Infrastructure Health & Safety Association (IHSA) is committed to eliminating barriers and improving accessibility for individuals with disabilities in a manner that respects dignity, independence, integration and equal opportunity. IHSA's intent is to ensure that all individuals with disabilities receive equal access to IHSA goods and services in a manner that takes into consideration their specific needs.

Purpose and Application

This policy has been prepared pursuant to the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* ("Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

The purpose of this policy is to ensure that:

- i. individuals with disabilities are provided equal opportunity to obtain, use and benefit from IHSA's goods or services;
- ii. services are provided in a manner that respects the dignity and independence of individuals with disabilities;
- iii. communication with a person with a disability is conducted in a manner that takes the person's disability into account; and
- iv. individuals with disabilities are permitted to use assistive devices, service animals and support person as is necessary for them to access IHSA's goods or services unless such a right is superseded by other legislation.

This policy applies to:

- The provision of goods or services at all premises owned and operated by IHSA;
- The provision of goods or services off the premises of IHSA which are provided by employees, volunteers, agents, contractors or other persons acting on behalf of IHSA including, delivery services, vendors, drivers, catering services and third party marketing agencies; and
- All persons who participate in the development of IHSA's policies, practices and procedures governing the provision of goods or services to members of the public or third parties.

Disability

The term disability as defined by the AODA and the *Human Rights Code* of Ontario includes:

- 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

Policy Number: 3-01	Section: Employment Policies
Subject: Accessibility Standards for Customer Service	
Effective Date: October 18, 2011	Revision Date: December 1, 2011
Page 2 of 4	

- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

General Principles

A. The Provision of Goods or Services to Persons with Disabilities

IHSA will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality of service;
- allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods or services as long as this does not present a safety risk;
- using alternative methods of service, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner as all other customers;
- taking into account individual needs when providing goods or services; and
- communicating in a manner that takes into account the customer's disability.

IHSA will consult with the person making a request for accessible formats and/or communication supports to determine what a suitable response to the request is.

Where a customer has accessibility concerns relating to the physical premises that are not owned and operated by IHSA, those concerns should be directed to the owner of the premises. IHSA will nevertheless work with the owner of the premises and the customer to achieve the objectives of this policy.

B. Assistive Devices

Persons with disabilities may use their own assistive devices or those provided by IHSA when accessing goods or services provided by IHSA.

It is the responsibility of the person using the assistive device to ensure that the device is operated in a safe and controlled manner at all times.

C. Guide Dogs, Service Animals and Service Dogs

Guide dogs, service animals or service dogs (hereinafter "service animals") will be allowed access to all IHSA premises that are open to the public, unless otherwise excluded by law.

If a service animal is excluded from entering the premises by law IHSA will make its best effort to organize alternative arrangements to enable the person with a disability to access IHSA's goods or services. For example, this may be achieved by securing the animal in a safe location and offering the guidance of an employee.

Policy Number: 3-01	Section: Employment Policies
Subject: Accessibility Standards for Customer Service	
Effective Date: October 18, 2011	Revision Date: December 1, 2011
Page 3 of 4	

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

D. Support Persons

A customer with a disability will be permitted to have a support person accompany them on IHSA's premises, as necessary. IHSA will ensure that the customer is not prevented from having access to their support person while on IHSA premises.

All registration and/or admission fees for the use of goods or services provided by IHSA will be waived for the support person.

E. Notice of Disruptions in Service

In the event of a planned or unexpected disruption to services or facilities that would limit a person with a disability from gaining access to IHSA premises, IHSA will provide notice to customers about the service disruption through the following means:

- posting a note at the point of disruption, at the main entrance and at the nearest accessible entrance to the service disruption and/or on the IHSA website;
- contacting customers with scheduled training;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

When notifying the public about service disruptions, IHSA will indicate which goods or services are disrupted or unavailable, the reason for the disruption, the anticipated duration of the disruption and a description of alternative services or options, if known.

F. Feedback Process

IHSA encourages customers to provide feedback about the manner in which IHSA provides goods and services to customers with disabilities.

Feedback may be submitted using the IHSA Customer Feedback form posted on the IHSA website at www.ihsa.ca, by sending an email to AODA@ihsa.ca, verbally (in person or by telephone), in writing or by electronic text delivered by any means.

Accessible formats and communication supports for providing feedback will be made available and include, among other things, the provision of the feedback form in regular and large print and the delivery of the IHSA Customer Feedback form to a customer by email or fax upon request. Feedback will also be received in any other format that can be reasonably facilitated by IHSA.

Customers who wish to provide feedback in writing through the IHSA Customer Feedback form or verbally can do so to any IHSA employee. All other methods of providing feedback should be directed to the Manager of Customer Relations at the following contact information:

Policy Number: 3-01	Section: Employment Policies
Subject: Accessibility Standards for Customer Service	
Effective Date: October 18, 2011	Revision Date: December 1, 2011
Page 4 of 4	

Manager, Customer Relations
 (905) 625-0100 or 1-800-263-5024
 5110 Creekbank Road, Suite 400, Mississauga, Ontario, L4W 0A1
 Email: AODA@ihsa.ca

Upon receipt, an IHSA manager or member of the customer relation's team will review the feedback and complete an investigation into any concerns or complaints. Corrective action will be taken as deemed necessary. Customers that provide feedback identifying concerns or complaints regarding the provision of services or goods to persons with disabilities, will receive acknowledgement of receipt of their feedback along with a summary of any action taken by IHSA in response.

Information about IHSA's feedback process will be made available to all customers upon request.

G. Training

IHSA will provide training to all employees, volunteers, agents, contractors and other individuals who deal with the public or third parties on behalf of IHSA as well as those persons who participate in the development and approval of policies that govern the provision of goods or services by IHSA.

Training will cover the following:

- i. A review of the purpose of the *AODA*.
- ii. A review of the *Human Rights Code* of Ontario as it relates to persons with disabilities.
- iii. A review of the requirements of the Customer Service Standard.
- iv. How to interact and communicate with people with various types of disabilities.
- v. How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person.
- vi. How to use IHSA equipment or devices that may help people with disabilities.
- vii. What to do if a person with a disability is having difficulty accessing IHSA services.
- viii. Accessibility awareness related to accessible program design, delivery and instruction.
- ix. A review of this policy and the feedback process.

Training will be provided to as soon as practical. Training will also be provided in the event of changes to legislation or IHSA's procedures and/or practices, as required.

IHSA will keep a record of training that includes the dates training was provided and the number of persons who attended the training.

H. Notice of Availability and Format of Documents

IHSA will post a notice on its website that this policy, along with all other documents required by the Customer Service Standard, is available for review and that a copy, in a format that takes into account the customer's disability, will be provided to them upon request.

Where documents are available in an accessible format, such as large print, without special request, this information will be posted on IHSA's website and/or noted on the regular version of the document.