



Operating Procedures – Customer Service Standards

File: P&P 3.25

Nov 3, 2011

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Revision 2015-002

1. POLICY:

Elephant Thoughts will comply with the Accessibility for Ontarians with Disabilities Act (Customer Service Standard), allowing people with disabilities to have equal access to services, employment, transportation, information or buildings that others in Ontario enjoy.

A disability is defined under the act as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily 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,
- 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;

Elephant Thoughts will make reasonable efforts to ensure that the principles are met:

- Dignity
- Independence
- Integration (except when alternate measures are necessary to meet the needs of people with disabilities)
- Equal opportunity

2. PROCEDURE:

Training

2.1. Staff, volunteers, contractors and any others will receive training if:

- 2.1.1. They interact with the public or 3rd parties on Elephant Thoughts' behalf
- 2.1.2. If they influence the development of policies, practices, and procedures.

2.2. Training will include:

- 2.2.1. Review of the purposes of the Act and the requirements of this regulation
- 2.2.2. How to interact and communicate with persons with various types of disability
- 2.2.3. How to interact with persons with disabilities who use an assistive device or require assistance of a service animal or the assistance of a support person.
- 2.2.4. How to use equipment or devices available that may help with the provision of goods or services to a person with a disability
- 2.2.5. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

Staff, volunteers, contractors and any others will receive the following link:

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>. The final certificate must be submitted to Human Resources if you are staff / contractor and to the volunteer coordinator if you are a volunteer.



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- 1.1. A record of training will be maintained, including the date that training occurs and how many people received the training.
- 1.2. Training will be undertaken during volunteer orientation sessions, contractor training sessions and within one month of permanent hires (or sooner if interfacing with public).
- 1.3. Individuals will be trained when changes are made to the plan.

Feedback

- 1.4. Elephant Thoughts accepts feedback on how goods and services are provided to people with disabilities. Feedback can be provided through email to inquiries@elephantthoughts.com, all school/program feedback forms, special event reports (completed by ET staff), at the front counter of the store or by phone to the office manager.
- 1.5. Elephant Thoughts staff will respond to feedback within 24 hours of receiving information, provided contact information is included with feedback.

Notice of Disruption

- 1.6. Elephant Thoughts will post notice (on website and on front door of office/store) if facilities/services are temporarily unavailable to people with disabilities. Notice will include a reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Assistive Devices / Service Animals / Support People

- 2.10. Services animals are permitted when accessing goods / services.
- 2.11. Personal assistive devices are permitted when accessing goods / services. Assistive devices can include, but are not limited to, walkers, canes, oxygen tanks.
- 2.12. Support people who accompany people with disabilities are welcome in all areas open to the public and will not be asked to pay event fees (i.e., admission fees), if applicable, at Elephant Thoughts events / activities.
- 2.13. The public will be informed through the use of a sign on Elephant Thoughts premises, welcoming assistive devices, service animals and support people.

Communication

- 2.14. Communicate with a person with a disability in a manner that takes into account his/her disability. Where possible, ask the person directly how to best communicate with them (i.e., read bill to customer, communicate through written messages).
- 2.15. Use plain language, where possible, in written materials
- 2.16. Provide materials in large print, if requested, for people with low vision
- 2.17. Provide captioning to videos (i.e., promotional videos) for deaf/hard of hearing
- 2.18. Allow clients / customers to register for programming over the phone, if more accessible
- 2.19. Written material must be accessible online for those using screen readers
- 2.20. If asked for documents in a different format, discuss what options are available to them and agree on the format you will provide.
- 2.21. A notice will be posted in the office and store, and on the website, that policies and materials related to the customer service standard will be available on request.