



POLICY NUMBER: OPPO.9003

EFFECTIVE DATE: NOVEMBER 1, 2012

## CUSTOMER SERVICE POLICY - AODA

### 1. POLICY STATEMENT:

Indus Community Services (Indus) is committed to eliminating barriers and improving accessibility for persons with disabilities. We are committed to giving people with disabilities the opportunity to access our goods or services in a manner that respects dignity, independence, integration and equal opportunity.

### 2. PURPOSE:

To ensure all Indus' programs and services are accessible to everyone in the community in accordance with the accessibility standards established by the AODA.

### 3. SCOPE:

This policy applies to all Indus personnel and other third parties who deal with the public on behalf Indus.

### 4. PROCEDURE:

#### 4.1. Communication with Persons with Disabilities

4.1.1. When communicating with a person with a disability, Indus will do so in a manner that takes into account the person's disability.

#### 4.2. Assistive Devices

4.2.1. A person with a disability may provide their own assistive device for the purposes of obtaining, using and benefiting from Indus' goods and services that are made available to its clients.

#### 4.3. Service Animals

4.3.1. Indus is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from Indus' premises, Indus will ensure that alternate means are available to enable the person with a disability to access Indus' programs and services.

#### 4.4. Support Persons

4.4.1. Indus 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 Indus premises or to attend an Indus-sponsored event, advanced notice of the fee will be provided.

#### 4.5. Notice of Temporary Disruption

4.5.1. Indus 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. Indus will provide notice by posting information in visible places on our premises or on the Indus web site, or by any other method that may be reasonable under the circumstances.

#### **4.6. Billing**

4.6.1. Indus is committed to providing accessible invoices to all of our clients. Invoices will be provided in the following formats upon request: hard copy, large print or e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

#### **4.7. Emergency Situations**

4.7.1. Staff will be familiar with emergency procedures and how to assist clients and staff that may require help during an emergency. A designated emergency room with the required equipment will be determined with the advice of local emergency services staff and be known to fire, police and/or other relevant departments.

#### **4.8. Training for Staff**

4.8.1. Indus will provide training to all employees, volunteers and others who deal with the 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:

- i. The purposes of the AODA and the requirements of the Accessibility Standards for Customer Service
- ii. Information regarding Indus' policies, practices and procedures relating to the customer service standards
- iii. How to interact and communicate with people with various types of disabilities
- iv. What to do if a person with a particular type of disability is having difficulty accessing our programs or services
- v. How to interact with people with disabilities who use an assistive device, service animal or support person
- vi. How to use the equipment or assistive devices that may be available at Indus
- vii. 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.

#### **4.9. Feedback Process**

4.9.1. Feedback is welcomed as it encourages continuous service and program improvements. Feedback about the delivery of our programs and services to persons with disabilities may be provided by telephone, in writing, in electronic format or through other methods.

#### **4.10. Availability of Accessibility Standards for Customer Service (Ontario Regulation 429/07) Documents**

4.10.1. Documents required by the Accessibility Standards for Customer Service are available upon request. When providing a document to a person with a disability, Indus will work with the individual to identify options for provision of the document or the information contained in the document. Indus will endeavour to provide a format that takes the person's disability into account.

**5. RESPONSIBILITY:**

5.1. It is the responsibility of all personnel within Indus to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the CEO may include further action up to and including termination.

5.2. Direct Supervisors are responsible for ensuring that all personnel are properly oriented regarding this policy.

5.3. Human Resources will ensure that this policy remains current with respect to any changes to legislation and will notify the CEO of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

**6. DEFINITIONS:**

6.1. "Personnel" for the purposes of this policy refers to all Indus employees, purchase of service contractors, student placements, volunteers (including Board Members) and other third parties who deal with the public on behalf Indus.

**7. REFERENCES:**

7.1. Accessibility Feedback Form # GFO.9019

***Policy Approvals***

<b>Date</b>	<b>Approved by</b>
June 20 <sup>th</sup> , 2018	Vinitha Miranda, Director
June 25 <sup>th</sup> , 2018	Gurpreet S. Malhotra, CEO