

## ❖ A: Employee Relations

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| <b>Policy #:</b> | <a href="#">HRA4</a>               | <b>Effective Date:</b> | January 2019 |
| <b>Subject:</b>  | Accessible Customer Service Policy | <b>Supersedes:</b>     | January 2014 |

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This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties.

**SCOPE**

All employees

**POLICY**

HIROC is committed to excellence in serving all guests including people with disabilities.

**Definitions:**

Guide Dog- a dog trained as a guide for a blind person and that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*.

Service Animal – an animal is a service animal for a person with a disability:

- if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person- 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 or services.

**RESPONSIBILITY**

It is the responsibility of managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.

Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the *Accessibility Standards for Customer Service* and this policy.

## 1.0 Communication

HIROC will make reasonable efforts to communicate with people with disabilities in ways that take into account their disability. HIROC is committed to training its staff on how to interact and communicate with people with different types of disabilities.

## 2.0 Assistive Devices

People with disabilities may use their own personal assistive devices, or those that may be provided by HIROC while on premises.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to HIROC's premises.

## 3.0 Service Animals

A guest with a disability that is accompanied by a guide dog or other service animal will be allowed access to the premises that are open to the public, unless otherwise excluded by law. "No pet" policies do not apply to service animals.

The guest that is accompanied by a guide dog or other service animal is responsible for maintaining care and control of the animal at all time.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, HIROC will make all reasonable efforts to meet the needs of all individuals.

Where an animal is not allowed by law, alternate options will be explored to provide the service to the person with a disability when possible.

## 4.0 Support Persons

If a guest with a disability is accompanied by a support person, HIROC will ensure that both persons are allowed to enter the premises together and that the guest is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation where confidential information might be discussed.

Unless specifically noted otherwise, support persons will be permitted to attend any HIROC organized event at no charge where an admission or registration fee would otherwise be applicable.

HIROC reserves the right to require a person with a disability to be accompanied by a support person when on the premises, if a support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.

### 5.0 Notice of Temporary Disruptions

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of HIROC. In the event of any temporary disruptions to facilities or services for guests with disabilities, reasonable efforts will be made to provide advance notice. In some circumstances, such as unplanned temporary disruptions, advance notice may not be possible.

In the event that notification of the disruption can be provided, the following information will be included unless it is not readily available: reason for the disruption; anticipated duration; and a description of any alternative services or options.

#### Notifications Options:

When disruptions occur HIROC will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the HIROC website;
- contacting guests with appointments;
- verbally notifying guests when they are making an appointment; or
- by any other method that may be reasonable under the circumstances.

### 6.0 Feedback Process

Anyone who wants to contact HIROC to discuss the manner in which HIROC provides goods and services to people with disabilities can contact HIROC by telephone, fax, email, mail, or in-person. A feedback form is available on HIROC's website at [www.hiroc.com](http://www.hiroc.com) and available at HIROC's reception desk. Where possible, concerns will be addressed immediately. HIROC is committed to responding to any feedback within 10 business days.

Guests may submit feedback to the Manager, Human Resources by telephone at 416-730-3077; by email at [hr@hiroc.com](mailto:hr@hiroc.com); by mail to 4711 Yonge Street, Suite 1600, Toronto ON M2N 6K8; or via online at [www.hiroc.com](http://www.hiroc.com)

## 7.0 Training

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of HIROC
- b) those who are involved in the development and approval of staff policies, practices and procedures.

Training will include:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog or other service animal; or
    - require the use of a support person (including the handling of admission fees).
- Instructions on how to use assistive devices that are available at HIROC's premises.
- Instructions on what to do if a person with a disability is having difficulty accessing HIROC's services and/or offices.
- HIROC's policies, procedures and practices pertaining to providing service to guests with disabilities.

HIROC will provide training as soon as practicable. Training will be provided to new staff and new hires. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

## 8.0 Notice of Availability and Format of Documents

HIROC shall notify guests that this Policy is available upon request. These documents or the information contained in these documents shall be provided in a format that takes into account the guest's disability.

Notification will be given by posting the information in a conspicuous place owned and operated by HIROC, by posting it on HIROC's website and/or any other reasonable method.

## 9.0 Modifications to this or other policies



Any HIROC policy that does not respect and promote the dignity and independence of people with disabilities will be modified or revoked.