

	TITLE: Accessibility for Ontarians with Disabilities Act (2005) Customer Service Policy	
	DOCUMENT TYPE: Policy	DOCUMENT NUMBER: SCCN AODA 001
	DEPARTMENT: Human Resources	DATE AUTHORIZATION : 26 November 2014

1.0 BACKGROUND/PURPOSE

The Scotiabank Convention Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005).

2.0 SCOPE

The Scotiabank Convention Centre shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- The goods and services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities and others must be integrated unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services.
- Persons with disabilities shall be given an opportunity, equal to that given to others, to obtain, use and benefit from the goods and services.

3.0 RELATED DOCUMENTS

Ontario Human Rights Code – http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

AODA Customer Feedback Form – Appendix A

AODA Multi-Year Accessibility Plan – Appendix B

Ontario Regulation 429/07 Accessibility for Ontarians with Disabilities Act, 2005 (Standards) – http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

4.0 DISTRIBUTION

Electronic

5.0 DEFINITIONS

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that Clients or Guests (“Clients”) bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, reclining and/or reading.

Barrier – Under AODA, a ‘**barrier**’ is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers (e.g. a step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength),
- Architectural barriers (e.g. a hallway or door that is too narrow for a wheelchair or scooter),
- Information or communication barriers (e.g. a publication that is not available in large print),
- Attitudinal barriers (e.g. assuming people with a disability cannot perform a certain task when in fact they can or ignoring a customer in wheelchair),
- Technological barriers (e.g. a paper tray on a laser printer that requires two strong hands to open),
- Barriers created by policies or practices (e.g. a practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly).

Disability – Per the *Ontario Human Rights Code*, a ‘**disability**’ is defined as follows:

1. Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes but is not limited to:
 - Diabetes mellitus;
 - Epilepsy;
 - A brain injury;
 - Any degree of paralysis;
 - Amputation;
 - Lack of physical coordination;
 - 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.
2. A condition of mental impairment or a developmental disability;
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. A mental disorder; or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – Is a highly-trained working dog that has been trained to provide mobility, safety and increased independence for people who are blind.

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.

Service Dog – A dog other than a guide dog for the blind is a service dog if: it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or the person who requires the dog can provide on request, a letter from a physician or nurse, confirming that the person requires a service dog.

Support Person – 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, medical needs or access to goods and services.

6.0 **PRINCIPLES**

Dignity – Service is provided in a way that allows the person with a disability to maintain self-respect and the respect of the other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

Independence – Allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

Integration – Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods and services.

Equal Opportunity – People with disabilities have an opportunity equal to that given to others to access your goods and services.

7.0 SPECIFIC DIRECTIVES – CUSTOMER SERVICE STANDARDS

The Provision of Services to Persons with Disabilities

The Scotiabank Convention Centre is committed to excellence in serving all Clients. The Scotiabank Convention Centre has established policies, practices and procedures governing the provision of goods or services to persons with disabilities

Provide services in a manner that respects the dignity and independence of people with disabilities and provides them with an equal opportunity to learn about, use or benefit from our services, ensuring all receive the same value and quality.

Take into account individual needs when providing goods and services, and communicate in a manner that takes into account the customers disability.

Assistive Devices

The Scotiabank Convention Centre is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services and as such, Clients are free to use their personal assistive devices on Scotiabank Convention Centre premises. The Scotiabank Convention Centre also offers other measures that may assist our Clients while on site and we will ensure that our staff is trained and familiar with various assistive devices that may be used by Clients including: elevators, escalators, wheelchair lifts, wheelchair ramps and wheelchairs.

Service Animals and Support Persons

The Scotiabank Convention Centre is committed to welcoming people with disabilities who are accompanied by a service animal or support person on the parts of our premises that are open to the public and other third parties. All employees, volunteers and others dealing with the public will be made aware of the appropriate ways in which to interact with people with disabilities who are accompanied by a service animal or support person.

Admission Fees for Support Persons: Scotiabank Convention Centre does not charge any fee to access its premises. However, our clients who organize events on our premises may charge admission or registration fees in keeping with the nature of their event(s). To this end, we will apprise our Clients of the need to make information regarding their policy on admission fees for support persons available to Clients with disabilities in advance.

Guide Dogs, Service Animals and Service Dogs

A Client with a disability that is accompanied by a guide dog, service animal or service dog, will be allowed access to Scotiabank Convention Centre premises, with the exclusion of the food production areas.

Care and Control of the Animal

The Client that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times. The safety and cleanup of the service animal is also the responsibility of the person with the disability.

Notice of Temporary Disruption

Scotiabank Convention Centre will provide Clients 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 regarding the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

Training for Staff

Scotiabank Convention Centre will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and practices for customer service policies, procedures and practices. For new hires, this training will be provided at orientation.

Training will cover the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people who have various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use any assistive devices belonging to Scotiabank Convention Centre.
- What to do if a person with a disability is having difficulty in accessing Scotiabank Convention Centre's goods and services.
- Scotiabank Convention Centre's policies, practices and procedures relating to the Client service standard.
- Those involved in policy development will receive additional training for providing goods or services to the public or third parties.

Ongoing training will be provided with respect to any changes to Scotiabank Convention Centre's policies, practices and procedures.

Feedback Process

The ultimate goal of the Scotiabank Convention Centre is to meet and surpass Client expectations. Comments on our services regarding how well these expectations are being met are welcome and appreciated. All feedback regarding the way we provide services to people with disabilities can be online, verbally or using our AODA Customer Feedback form. All feedback will be directed to Human Resources. Customers can expect a reply within five (5) business days.

Modification to This or Other Policies

Scotiabank Convention Centre is committed to developing Client service policies that respect and promote the dignity, independence integration and equal opportunity for people with disabilities. Therefore, no changes will be made to this policy before considering the impact on those they are intended to serve. Any Scotiabank Convention Centre policy that fails in this regard shall be amended or eliminated.