

## WWLHIN Business Operations Manual

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**Title: Customer Service Policy**

**Policy  
Number: WWHR 24**

**Section: Human Resources**

**Originated:** January 2010

**Subject: Accessible Customer Service**

**Revised:**

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### **Policy:**

The WWLHIN will strive to provide materials and services in a way that respects the dignity and independence of people with disabilities. All reasonable effort will be used to ensure that WWLHIN policies, practices and procedures are consistent with the spirit and requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

### **Communication with Persons with Disabilities**

When communicating with a person with a disability, WWLHIN staff and representatives will do so in a manner that takes into account the person's disability.

### **Assistive Devices**

To facilitate interaction with the WWLHIN, a person with a disability may provide their own assistive device for the purposes of obtaining, using and benefiting from any of the WWLHIN materials and services that are made available to the public.

### **Service Animals**

The WWLHIN welcomes 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 the premises in which the WWLHIN is operating, the WWLHIN will ensure that alternate means are available to enable the person with a disability to access WWLHIN materials and services.

### **Support Persons**

The WWLHIN welcomes 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 attendance at a WWLHIN-sponsored event, advanced notice of the fee will be provided.

## **Notice of Temporary Disruption**

The WWLHIN will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in our facilities or services where we 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. The WWLHIN will provide notice by posting information in visible places on our premises and on the WWLHIN website, or by any other method that may be reasonable under the circumstances.

## **Training**

The WWLHIN will provide training to all board members, employees, volunteers and others who deal with the public on our 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:

- The purposes of the AODA and the requirements of the Accessibility Standards for Customer Service
- Information regarding the LHIN policies, practices and procedures relating to the customer service standards
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a particular type of disability is having difficulty accessing your materials or services
- How to interact with people with disabilities who use an assistive device, service animal or support person
- How to use the equipment or assistive devices that may be provided for use by the WWLHIN.

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 materials and services. Staff will also be trained when changes are made to these policies, practices and procedures.

## **Feedback Process**

Feedback on our materials and service is welcome as it encourages continuous service improvements. Feedback from a member of the public about materials and services offered to persons with disabilities may be given by telephone, in writing, in electronic format or in a manner that takes a disability into account, where necessary. Information about the feedback process is available to the public on the WWLHIN website at [www.wwlhin.on.ca](http://www.wwlhin.on.ca)

## **Availability of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)**

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

### **References:**

The Accessibility for Ontarians with Disabilities Act, 2005 (the AODA) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" establishes accessibility standards specific to customer service and the provision of goods and services to the public.

The Local Health Integration Networks are required to meet the requirements of accessibility standards established by the AODA. This policy applies to all WWLHIN staff, volunteers and similar parties who deal with the public.