

SKILLS CANADA - ONTARIO Employment Policy and Procedure Manual			
Section:	Communication	SPP No:	4.06
Subject:	AODA – Customer Service	Issued:	January 31, 2016
Issue to:	All Manual Holders	Replaces:	NA
Issued by:		Re-Evaluation Date:	NA
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Policy

Skills Ontario strives to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005. All goods and services provided by Skills Ontario shall follow the principles of dignity, independence, integration and equal opportunity.

Skills Ontario is committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers and clients.

Purpose

Skills Ontario has adopted this Policy to outline our commitment to equal accessibility and the procedures and training to be implemented in achieving this commitment.

Scope

This Policy applies to all employees of Skills Ontario.

Responsibility

Management and the Director of Finance and Administration are responsible to develop the requirements in achieving equal accessibility and to ensure that employees have the training and knowledge to enable them to serve clients with disabilities in accordance with this Policy.

Employees are responsible to take part in training and to abide by Skills Ontario's Policy and procedures regarding equal accessibility at all times.

Definitions

Disability means

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or

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- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.

Procedures

Providing goods and service to people with disabilities

Skills Ontario is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication:
 - We will communicate with people with disabilities in ways that take into account their disability.
 - We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- Telephone services:
 - We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
 - We will offer to communicate with customers by Email or mail if telephone communication is not suitable to their communication needs or is not available.
- Assistive devices:
 - We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.
- Billing:
 - We are committed to providing accessible invoices if applicable to all of our customers. For this reason, invoices will be provided in the following formats upon request: large print, Email, or mail.
 - We will answer any questions customers may have about the content of the invoice in person, by telephone or Email.

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- Use of service animals and support persons:
 - We are 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 and other third parties. We will also ensure that all employees dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
 - We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Skills Ontario's premises with his or her 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.

- Notice of temporary disruption:
 - Skills Ontario will provide customers 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 about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available as shown in Attachment A.
 - The notice will be placed at all public entrances and service counters on our premises.

Training for staff

Skills Ontario will provide training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- All staff

This training will be provided immediately after employees commence their duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with 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.
- What to do if a person with a disability is having difficulty in accessing Skills Ontario's goods and services.

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- Skills Ontario’s policies, practices and procedures relating to the customer service standard.

Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of Skills Ontario is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Skills Ontario provides goods and services to people with disabilities can be made by Email, verbally, mail, telephone or via our contact page at <http://www.skillsontario.com/>. All feedback will be directed to Director of Finance and Administration. Customers can expect to hear back within seventy-two (72) hours (excluding evenings, weekends and holidays).

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this Policy before considering the impact on people with disabilities. Any Policy of Skills Ontario that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this Policy

This Policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the Policy, or if the purpose of a Policy is not understood, an explanation should be provided by, or referred to the Director of Finance and Administration.

References

Accessibility for Ontarians with Disabilities Act, 2005 - Customer Service Standard

Revision Control

None.

Attachments

Attachment A – Notice of Service Disruption

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NOTICE OF SERVICE DISRUPTION (AODA)

Effective Date	
Type of Disruption	
Reason for Disruption	
Anticipated Duration of Disruption	
Description of Alternative Facilities or Services, if any	
Contact Info	