



Customer Service Accessibility Policy

Policy 1.1

Section:	Administration		
Approved By:	Council	Public:	Yes
Approved Date:	September 23, 2014	Review Schedule:	Annually
Effective Date:	September 23, 2014	Last Reviewed:	September 2023
Amended Date(s):	September 26, 2017 September 20, 2019 September 15, 2023	Next Review Date:	September 2024

Policy: Customer Service Accessibility Policy

Purpose and Application

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), all public and private organizations in Ontario must comply with accessibility standards established by regulation. The goal of the AODA is to achieve accessibility for Ontarians with disabilities by January 1, 2025.

This Policy establishes accessibility standards for customer service for the College in accordance with Ontario Regulation 191/11 made under the AODA. This Policy applies to all employees, agents, volunteers, contract staff, Councillors, Non-Council Committee Members and others who deal with members of the public on behalf of the College.

Policy Statement

The College will provide services in a manner that respects the dignity and independence of all persons with disabilities. The provision of services to persons with disabilities will be integrated, unless an alternate measure is necessary to achieve accessibility. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use and benefit from the services provided by and on behalf of the College. When communicating with a person with a disability, the person's disability shall be taken into account.

Commitment Statement re: Accessible Customer Service

The College is committed to providing its services in a welcoming and accessible environment

that respects the dignity, independence, integration and equal opportunity of people with disabilities.

Communication

The College will communicate with persons with disabilities in ways that take into account their disability.

Assistive devices

The College is committed to providing services to people with disabilities who use their own personal assistive devices such as listening devices, wheelchairs, canes, and walkers. Staff will be provided with training on how to assist people who use assistive devices.

Service animals

The College welcomes people with disabilities who are accompanied by guide dogs or other service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be permitted to have that person accompany them on our premises.

Training for Staff

The College will provide training to all employees, agents, volunteers, contract staff, Councillors, Non-Council Committee Members and others who deal with members of the public on behalf of the College. The College will also provide the same training to every person who participates in developing its policies, practices and procedures governing the provision of services to members of the public. Training for new staff will be incorporated in their orientation.

For further details of when AODA training will be provided to all others, please contact the Registrar & CEO to request a copy of the College's AODA Training Curriculum.

Training will be provided on an ongoing basis when there are updates to the legislation, and when changes are made to the College accessible customer service plan and policies. A record of this training will be kept. This record will include the dates on which training was provided, the type of training provided, and the names and number of individuals who attended the training.

Training will include:

- An overview of the purposes of the AODA and the requirements of the customer service standard
- Instruction about how to interact and communicate with persons with various types of disabilities

- Instruction about how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, other service animal or a support person
- Instruction about how to use any assistive devices available on the College's premises
- Instruction about what to do if a person with a particular type of disability is having difficulty accessing the College's services
- Distribution and posting of the College's policies, practices and procedures relating to the customer service standard

Notice of temporary disruption (Appendix A)

In the event of a temporary disruption to particular services or facilities for persons with disabilities, the College will promptly give notice to the public. Its notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice will be posted at the main entrance of the College's head office located at, 375 University Avenue, Suite 300, Toronto ON and may be also be displayed at the location of the disruption, at its reception desk, on its website, in a mailing, or via another reasonable method. In the event the temporary disruption relates to a facility other than the College's head office (such as the location of a public meeting or hearing), the same notice provisions will apply.

Feedback process (Appendix B)

Questions or feedback about the manner in which the College provides services and programs to people with disabilities, or about the feedback process itself, can be made by contacting the College either in person or via mail, email, electronic storage device, phone or fax. The College will address any accessibility concerns in a timely manner, and as per the process set out in Appendix B.

Definitions (Appendix C)

Appendix A:

Notice of Temporary Disruption to Services or Facilities

The estimated length of the temporary disruption is from

_____ to _____

The following services and/or facilities are currently unavailable:

_____ due to _____

_____ due to _____

The following alternative services and/or facilities are available:

Thank you for your patience in this matter.

For questions or additional information please contact:

Name:

Phone: _____

Fax: _____

Email: _____

Appendix B:

Customer Feedback Form	
We welcome your feedback on the services we provide. Please provide your comments below:	
Please provide information about how we may reply to your feedback:	
E-mail address: _____	
Telephone: _____	
Fax: _____	
Address: _____	
Preferred method of communication: _____	
Date: _____	Feedback received by: _____
Please contact us with any further information:	
By Telephone: Telephone 416.975.4353 Toll Free 1.800.563.5847 Fax 416.975.4355	
By Mail: College of Medical Radiation and Imaging Technologists of Ontario 375 University Avenue, Suite 300 Toronto, Ontario Canada M5G 2J5	
By Email: info@cmrito.org	
This feedback is collected under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA). Feedback is responded to by using the following process: The College's Registrar & CEO will respond to concerns regarding access to College's services and programs by people with disabilities in a timely manner, as per the method of communication identified above.	
Thank you for taking the time to provide us with feedback on our services.	

Appendix C:

Definitions

Accessible, in relation to customer service, means being easily understood or appreciated; easy to get at; capable of being reached, or entered; or obtainable.

Assistive Device means any device or mechanism that assists a person with a disability in obtaining, using, accessing or benefiting from services provided. Assistive devices may include, but are not limited to American Sign Language (ASL) interpretation, wheelchairs, walkers, canes, assistive listening devices, visual alarms, or assistive software programs.

Disability means:

- a. Any degree of physical 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,
- b. A condition of mental impairment or a developmental disability,
- c. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. A mental disorder,
- e. 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 means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations made under the *Blind Persons' Rights Act* R.S.O. 1990, c. B.7, s. 1 (1).

Service animal means an animal that provides assistance for a person with a disability. It may be readily apparent that the animal is used by the person for reasons relating to his or her disability; or a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person is, 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. A support person could be a paid personal support worker, a volunteer, a friend, a family member or other caregiver. A support person does not necessarily need to have special training or qualifications.