

Parkdale Food Centre Accessibility In The Workplace Policy: Customer Service Standard

Purpose

This policy has been developed to comply with Accessible Standards for Customer Service. The Accessible Standards for Customer Service aims to establish accessibility standards for people with disabilities.

Scope

The Accessibility Standard for Customer Service policy governs the Organization's provisions of services to members of the public or other third parties including all business partners. The standard applies to the Organization employees and contracted employees.

Definitions

Assistive Device is any piece of equipment a person with a disability uses to help them with daily living. Personal assistive devices include, but are not limited to, wheelchairs, hearing aids, white canes or speech amplification devices.

Disability is (a) 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 coordination, blindness or visual impediment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other 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; or (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 (Ontario).

Guide Dog is a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Persons' Rights Act (Ontario).

Service Animal is any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to their disability; or where the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability.

Support Person is a person who accompanies a person with a disability in order to help them with daily tasks, such as communication, mobility, personal care or medical needs or with access services. The support person may be a paid support worker, a volunteer, a friend or a family member; the support person does not need to have special training or qualifications.

Parkdale Food Centre is committed to using reasonable efforts to ensure it provides accessible customer service to people with various kinds of disabilities and respects the core principles of independence, dignity, integration and equal opportunity.

CORE PRINCIPLES AND PURPOSE OF CUSTOMER SERVICE STANDARD

The Organization will use reasonable efforts to ensure the provision of services are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Providing services in a manner that respects the dignity and independence of persons with disabilities;
- Providing services so that persons with disabilities are able to fully benefit from the same services, in the same place, and in the same or similar way as persons without disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from the Organization's services; and
- Giving people with disabilities the same opportunity equal to that of persons without disabilities to obtain, use or benefit from the Organization's services.

USE OF ASSISTIVE DEVICES

The Organization permits persons with disabilities to use their personal assistive devices while on the Organization's premises to obtain, use, or benefit from the Organization's services.

COMMUNICATION

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

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Service Animals: Persons with disabilities who are accompanied by guide dogs or other service animals will be permitted to enter the Organization's premises that are open to the public with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, the Organization will use reasonable efforts to ensure that alternate means are available for persons with disabilities to obtain, use or benefit from the Organization's services. If it is not readily apparent that the animal is a service animal, the Organization may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability. It is the responsibility of the person with a disability to ensure that their service animal is kept in control at all times.

Support Persons: Persons with disabilities who are accompanied by a support person will be permitted to enter the Organization's premises that are open to the public and will not be prevented from having access to the support person while on the premises.

The Organization may require a person with a disability to be accompanied by a support person while on the Organization's premises in situations where it is deemed necessary to protect the health and safety of the person with a disability and/or others.

NOTICE OF TEMPORARY DISRUPTIONS

The Organization will make reasonable efforts to provide notice to persons with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. If the disruption is anticipated, the Organization will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

TRAINING

The Organization will provide training to employees, volunteers and others who deal with the public or third parties on their behalf. Training will be provided on an as needed basis. Training will include:

- An overview of any pertinent Accessibility legislation and the requirements of the standards;
- The Organization's plan related to the customer service standard;
- How to interact and communicate to 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 the Organization's services;
- When applicable, training on any equipment or devices on site that may assist persons with disabilities in accessing services.

Additional training will be provided to notify employees/others when changes are made to the policy.

FEEDBACK PROCESS

Parkdale Food Centre is committed to providing high quality services to all members of the public that it serves, including customers with disabilities. Comments on how well the Organization achieves this goal are welcomed and appreciated.

Feedback from members of the public regarding the way the Organization provides services to people with disabilities can be made by telephone, in person, in writing, in electronic format (e.g. e-mail) or through other relevant methods.

All feedback will be directed to the Organization at:

Parkdale Food Centre
2-30 Rosemount Ave,
Ottawa, ON K1Y 1P4
Phone: 613-722-8019
beth@parkdalefoodcentre.org

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve the Organization's services. In most cases, a response to the feedback will be

provided within 30 working days. Feedback and/or responses will be delivered in a format that is accessible to the complainant.