

MANUAL:	Administration	Policy No.:	1-A-80
SECTION:	Administration-Organization/Leadership		
SUBJECT:	Accessibility Standard/ Plan for Customer Service		

POLICY: The John Noble Home acknowledges the importance of customer service and understanding people with disabilities may have different needs under the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)* and under the *Ontario Human Rights Code*.

PURPOSE: The purpose of the Act is to develop and enforce specific standards to improve accessibility for people with disabilities. The John Noble Home shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. These must be offered in accordance with four key principles: dignity, independence, integration, and equal opportunity.

PRINCIPLES:

Dignity – treat a person with a disability as a client who is valued and as deserving of effective and full service as any other customer.

Independence – freedom from control or influence of others

Integration – allow people with disabilities to fully benefit from the same services, in the same place, and in the same or similar manner as other customers.

Equal Opportunity – have the same chances, options, benefits and results as others.

DEFINITIONS:

Disabilities can be visible or non-visible, and chronic or acute

- Physical
- Vision
- Mental Health
- Communication
- Hearing
- Deaf-blind
- Learning
- Speech and language

Barriers are anything that keeps someone with a disability from fully participating in society.

- Attitude
- Architectural or structural
- Information and communication
- Technology
- Systemic

Service Animals – Providers must ensure that a person is permitted to be accompanied by a service

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animal, this may be a letter from a physician or nurse confirming that the person requires the animal for reasons relating to disability. The requirements apply to those areas where the public has access, unless specifically excluded by law (e.g., Food Premises Act). If a service animal is excluded by another law, the provider must take steps to provide goods or services. A service animal may be any animal that is readily apparent to be used by the person for reasons relating to his or her disability.

Support Services – The Home will allow a person with a disability to be accompanied by a support person (e.g., a family member or friend) during outings or special events. The Home will ensure to cover personal risk, health and safety risk and confidentiality with the support person.

PROCEDURE:

The John Noble Home will provide accessible customer service through:

1. An Accessibility Plan (APPENDIX 1) that covers:
 - a) Communication
 - b) Assistive Devices
 - c) Service Animals/Support Persons
 - d) Disruption Notices
 - e) Feedback

The Accessibility Plan will be posted at Reception. The document can be made available in a format that is accessible to the person with a disability upon request.

2. The John Noble Home will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff on an annual basis and any newly hired employees upon general orientation to the Home.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the customer service standard
- The John Noble Home's plan related to 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
- How to use the devices, example wheelchair, lifts etc.
- What to do if a person with a disability is having difficulty in accessing the John Noble Home's goods and services
- Staff will also be trained when changes are made to the plan

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3. Compliance will be reported annually by submitting the Accessibility Compliance Report. Available at <http://www.forms.ssb.gov.on.ca>

Modifications to this or other policies: Any policy of the John Noble Home that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

DATE APPROVED:	January 2012
DATE REVIEWED:	September 2026
DATE REVISED:	September 2026

APPENDIX 1

ACCESSIBLE CUSTOMER SERVICE PLAN

The John Noble is committed to excellence in serving all customers including people with disabilities. Employees will consider a person's disability when communicating with them at all times.

The Accessible Customer Service Plan will be posted at the reception area.

Assistive devices:

The Home allows assistive devices in the workplace, such as wheelchairs, walkers and oxygen tanks. Management will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication:

The Home will communicate with people with disabilities in ways that take into account their disability. The Home's website content will comply with the WCAG 2.0, Level A standards.

Service animals:

The John Noble Home welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons:

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

Notice of temporary disruption:

In the event of a planned or unexpected disruption to services or facilities, the John Noble Home will notify any persons affected promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. (Appendix 2)

Feedback process:

All those who wish to provide feedback can complete a **Compliment/Complaint Form** located at the front entrance and common areas throughout the Home. Individuals can request accessible formats and communication supports to be provided and staff will form a plan to meet their specific needs.

All feedback will be directed to the Administrator of the Home.

Individuals can expect to hear back in ten business days.

Complaints will be addressed according to the John Noble Home's regular complaint management procedure.



Accessible Formats and Communication Supports:

Upon request, John Noble Home will provide or arrange for accessible formats and communication supports for visitors, volunteers, contractors, and any members of the public with disabilities.

The type of accessible format or communication support provided will be determined in consultation with the individual, based on their accessibility needs. John Noble Home will make reasonable efforts to provide the requested accessible format or communication support in a timely manner and at no additional cost to the individual.

APPENDIX 2

NOTICE OF SERVICE DISRUPTION

The estimated length of the temporary disruption is from **(insert estimated date and/or time)** to **(insert estimated date and/or time)**.

The following services and/or facilities are currently unavailable:

- **(insert service or name and location)** due to **(insert reason for disruption)**

The following alternative services and/or facilities are available:
(insert alternative service or name and location)

Thank you for your patience in this matter.

For questions or additional information please contact:

NAME – (insert department manager)

PHONE – (insert department manager's phone number)

E-mail – (insert department manager's e-mail)