



AODA — Accessible Customer Service Standards

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This Policy covers the accessibility standard for customer service.

Street Haven (“the Organization”) is committed to excellence in serving all clients including people with disabilities.

We also support the goal of the Ontario government to make Ontario barrier-free by 2025 and its implementation of accessibility standards for persons with disabilities, as detailed in the Accessibility for Ontarians with Disabilities Act (AODA).

The accessibility standard is a set of guidelines that the Organization and Staff must follow to identify, remove, and prevent barriers for clients with disabilities.

Guiding Principles

- ◆ **Dignity and Independence:** Our services are provided in a manner that respects the dignity and independence of persons with disabilities.
- ◆ **Integration:** The provision of services to persons with and without disabilities must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our services.
- ◆ **Equal Opportunity:** Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our services.

PROCEDURE & GUIDELINES

To support this Policy’s guiding principles and requirements, Street Haven has developed procedures and guidelines in the following areas:

- ◆ Provision of services to persons with disabilities
- ◆ Communication with persons with disabilities
- ◆ Assistive devices
- ◆ Support persons and service animals.
- ◆ Disruptions in services
- ◆ Training
- ◆ Client Feedback
- ◆ Modifications to this Policy or other policies



Provisions of Services

Street Haven will make every reasonable effort to accommodate persons with disabilities following this Policy's guiding principles.

Communication

- ◆ Street Haven will consider a person's disability when communicating with them, with the end goal being to communicate in an effective way. Where possible and helpful, Staff will ask persons with disabilities directly how best to communicate with them.
- ◆ The following are examples of additional optional measures that may be implemented by Street Haven as alternate formats of communication:
 - Large print for those who have limited vision.
 - Digital audio formats.
 - Braille that may be used by those who are blind or deaf-blind.
 - Videos that may be helpful to those with certain learning disabilities.
 - Easy-to-read, simplified summaries of materials for those with developmental or intellectual disabilities.
 - Alternate services or channels of communication, such as offering phone or virtual service rather than in-person service, or providing email rather than postal notices.

Assistive Devices

Street Haven will ensure that we're prepared to serve clients with various assistive devices that may be used by persons with disabilities while accessing our services, provided the accommodation does not present a safety hazard, in which case Staff will make every reasonable attempt to accommodate all individuals.

- ◆ The Organization allows and welcomes all forms of assistive devices on our premises. This may include for example, the use of walkers or oxygen tanks.

Service Animals

Street Haven allows and welcomes customers with disabilities and their service animals, provided the accommodation does not present a safety hazard or is otherwise excluded by law, in which case Staff will make every reasonable attempt to accommodate all individuals. Documentation is required to support that an animal is a service animal.

Service animals and support persons are permitted to together enter our premises that are open and accessible to third parties or the public, and in all situations where a client with a disability requires the service animal and support person to access Street Haven's services.

It's the client's responsibility to ensure that their service animal is in control at all times.

Support Persons

- ◆ Street Haven allows and welcomes people with disabilities and their support persons, however given the nature of the services Street Haven will assess on a case by case basis if the support person can be allowed into the resident sites.



- ◆ Support persons are permitted to enter our premises that are open and accessible to third parties or the public, and in all situations where a person with a disability requires the support person to access Street Haven's services.
- ◆ Street Haven may require a client with a disability to be accompanied by a Support Person where it's necessary to protect the health and safety of everyone on the premises.
- ◆ Before making a decision to require a support person, Staff will:
 - Consult with the person with a disability to understand their needs.
 - Consider health or safety reasons based on the available evidence.
 - Determine if there's any other reasonable way to protect the health or safety of the person or others on the premises.
- ◆ A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises on a case by case basis to assess safety for the client, the support person and that of other Street Haven clients.

Disruption of Services

- ◆ If Street Haven encounters any disruption to our facilities and services that are in place for persons with disabilities or if our premises can't be opened to the public for some reason, we will ensure the following:
 - We provide notice of the disruption to the public.
 - The notice of disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
 - As soon as we're aware of an interruption, a notice will be posted in a conspicuous place on our premises and on our website as well.

Training

- ◆ Street Haven will ensure that Everyone receives training about the provision of our services to persons with disabilities, including the following Staff:
 - Every person who deals with members of the public or other third parties on behalf of Street Haven, whether the person does so as an employee, agent, volunteer, or otherwise.
 - Every person who participates in developing Street Haven's policies, practices and procedures governing the provision of services.
- ◆ The training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA), and the requirements of this regulation and instruction about the following matters:
 - How to interact and communicate with persons with various types of disability
 - How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or the assistance of a support person
 - How to use equipment or devices that may be available on our premises, and that may help with the provision of goods or services to a person with a disability



- What to do if a person with a particular type of disability is having difficulty accessing our services
- ♦ The training will be provided to each person as soon as practicable after they're assigned the relevant duties.
- ♦ Training will also be provided on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Customer Feedback

- ♦ Customers who wish to provide feedback regarding the way Street Haven provides services to customers with disabilities can do so in person, via email, phone, mail, and via suggestion box.
- ♦ The feedback process will be provided or arranged in such a way to accommodate accessible formats and communication supports, upon request.
- ♦ A client may request for Staff to complete and submit the feedback form on their behalf.
- ♦ All feedback will be directed to the program manager in charge.
- ♦ Clients can expect a timely response if one is required.

Notice of Availability of Documents & Document Formats

- ♦ Street Haven ensures that persons to whom we provide services are aware that our Policy and plan documents required by the Accessibility for Ontarians with Disabilities Act (OADA) are available upon request.
- ♦ The notice will be provided by posting the information in a conspicuous place as follows:
 - In the main administration office of the organization.
 - On the Company website.
- ♦ If a client with a disability requests our plan, Staff will provide the information in a format that takes into account the person's disability. Staff will work with clients to find a format that's accessible for them and will be provided in a format agreed to by all parties.