

# Policy 5: Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

---

## **OBJECTIVE:**

To ensure all AMP Security programs and services are accessible to everyone in the community in accordance with the *Integrated Accessibility Standards Regulation* under *the Accessibility for Ontarians with Disabilities Act*, \*Note: this policy has been updated to reflect the July 1, 2018, changes to the regulation under Ontario's Health Protection & Promotion Act.

## **Policy Overview**

All goods and services provided by AMP Security shall follow the principles of dignity, independence, integration and equal opportunity.

This policy applies to all AMP Security staff, volunteers, elected officials and third parties who deal with the public, on behalf of AMP Security.

## **DEFINITIONS:**

Assistive device: Is a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Disability: The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- 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: Is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety, and increased independence for people who are blind.

Service animal: An animal is a service animal for a person with a disability if:

The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:

- College of Audiologists and Speech-Language Pathologists of Ontario;
- College of Chiropractors of Ontario;
- College of Nurses of Ontario;
- College of Occupational Therapists of Ontario;
- College of Optometrists of Ontario;
- College of Physicians and Surgeons of Ontario;
- College of Physiotherapists of Ontario;
- College of Psychologists of Ontario; or
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support person: A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

## **PROCEDURES:**

### **The Provision of Goods and Services to Persons with Disabilities**

AMP Security will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability

### **The Use of Assistive Devices**

#### Customer's Own Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by AMP Security.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

### Guide Dogs and Service Animals

A customer with a disability who is accompanied by guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs or service animals.

#### Recognizing a Guide Dog or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, AMP Security may request verification from the customer.

#### Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

#### Allergies

If a health and safety concern presents itself (for example, in the form of a severe allergy to the animal), AMP Security will make all reasonable efforts to meet the needs of all individuals.

### **The Use of Support Persons**

If a customer with a disability is accompanied by a support person, AMP Security will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, AMP Security will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any conversation where confidential information might be discussed.

### **Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of AMP Security. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services of AMP Security, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;

- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

### Notification Options

AMP Security will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the AMP Security web site when appropriate. When the disruption is planned, advanced notice will be provided.

### **Customer Feedback**

AMP Security shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available through a range of service channels. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

### Submitting Feedback

Customers can submit feedback to:

The General Manager

519-263-2211

AMP Security – 72863 Blind Line, Zurich ON, N0M 2T0

info@ampsecurity.ca

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any AMP Security employee.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

### **Training**

Training will be provided to:

- Every person who is an employee of or a volunteer with the provider.
- Every person who participates in developing the provider's policies.
- Every other person who provides goods, services, or facilities on behalf of the provider.

### Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
  - Use assistive devices;

- Require the assistance of a guide dog or other service animal; or
- Require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing your services; and
- Policies, procedures, and practices of AMP Security pertaining to providing accessible customer service to customers with disabilities.

Amended July 1, 2018