

ALAVIDA LIFESTYLES		
MANUAL Operations	SUBJECT Accessible Customer Service	Policy AD-30
SECTION Administration: Administrative Policies	EFFECTIVE DATE: January 2012	Page 1 of 6
Approved by: Chief Operating Officer	REVISED DATE: October 2014	

STANDARD

1. This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 and applies to the provision of goods and services to the public or other third parties.
2. All goods and services provided by Alavida Lifestyles shall follow the principles of dignity, independence, integration and equal opportunity.

PROCEDURE

1. This policy applies to the provision of goods and services at premises owned and operated by Alavida Lifestyles.
2. This policy applies to associates, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Alavida Lifestyles, including when the provision of goods and services occurs off the premises of Alavida Lifestyle retirement residences.
3. The section of the policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Alavida Lifestyles.
4. This policy shall also apply to all persons who participate in the development of policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

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 guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/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.

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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 – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in Ontario Regulation 429/07, 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.

General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Alavida Lifestyles 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 guests receive the same value and quality;
- allowing guests 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 guests 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 guest's disability.

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B. Assistive Devices

Guest's own assistive device(s):

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

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other 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 guest with an oxygen tank may involve extinguishing candles and ensuring the guest is seated in a location that would be considered safe for both the guest and other residents and associates.

C. Guide Dogs, Service Animals and Service Dogs

A guest with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

Food Service Areas

A guest with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law. Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below)

Alavida Lifestyles will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an associate).

Applicable Laws

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Recognizing a Guide Dog, Service Dog and/or Service Animal

If it is not readily apparent that the animal is being used by the guest for reasons relating to his or her disability, Alavida Lifestyles may request verification from the guest.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal
- for reasons related to the disability;
- a valid identification card signed by the Attorney General of Ontario; or,
- a certificate of training from a recognized guide dog or service animal training school.

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Care and Control of the Animal

The guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

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

D. Support Persons

If a guest with a disability is accompanied by a support person, Alavida Lifestyles will ensure that both persons are allowed to enter the premises together and that the guest is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service

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

Notifications will include:

In the event that 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
- a description of alternative services or options

Notifications Options:

When disruptions occur Alavida Lifestyles will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption;
- verbally notifying residents and guests
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

Alavida Lifestyles shall provide guests with the opportunity to provide feedback on the service provided to residents and guests with disabilities. Information about the feedback process will be readily available to all guests and notice of the process will be posted in the main reception of Alavida Lifestyles locations. Feedback forms along

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with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Guests can submit feedback to the residence General Manager. Residents and guests who wish to provide feedback verbally can do so to any Receptionist or Manager at the front desk of the residence.

Guests that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Concerns or complaints will be logged and reviewed quarterly to ensure accessibility standards are being met.

G. Training

Training will be provided to:

- a) All associates, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Alavida Lifestyles
- b) Those who are involved in the development and approval of customer service policies, practices, and procedures.

Training Provisions

As reflected in Ontario Regulation 429/07, 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 Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- 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, service dog or other service animal; or
 - require the use of a support person
- 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 our services.
- Alavida Lifestyles' policies, procedures and practices pertaining to providing accessible customer service to guests with disabilities.

Training Schedule:

Alavida Lifestyles will provide training as soon as practicable. Training will be provided to new associates and volunteers. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Alavida Lifestyles will keep a record of training that includes the dates training was provided and the number of associates who attended the training.

H. Notice of Availability and Format of Documents

Alavida Lifestyles shall notify guests that the documents related to the Accessibility Standards for Customer Service are available upon request and in a format that takes into account the guest's disability. Notification will be given by posting the information at the sign in and sign out book at reception.

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OUTCOME

- All Alavida Residents, guests and associates will be aware of their rights under the Accessibility Standards for Customer Service and will be provided with every opportunity to provide feedback on Alavida's practices pertaining to providing accessible customer service to guests and associates with disabilities.

REFERENCE: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Refer to: Accessible Customer Service Feedback Poster Appendix
 Accessible Customer Service Feedback Form
 Accessible Customer Service Feedback Tracking Log Form