

TRUE NORTH IMAGING

Accessible Customer Service Policy

Objective: To communicate standards which improve accessibility to the services of True North Imaging (“TNI”) for persons with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

Policy: TNI is committed to providing accessible health care and customer service to persons with disabilities in a manner that respects their dignity and independence. TNI will provide persons with disabilities equal opportunity to gain access to, and benefit from the services that TNI provides.

Scope: This policy applies to all TNI Employees, students, and others who interact or work with the public on TNI's behalf, herein referred to as “Employees”.

Definitions:

The following definitions are used in this policy:

Assistive Device – is a technical aid, communication device, or medical aid that is modified or customized and used to increase, maintain, or improve the functional abilities of persons with disabilities.

Disability – as defined by AODA and the Ontario Human Rights Code is:

- 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 device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of 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.

Service Animal – as defined 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 if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – as defined 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 or medical needs or with access to goods or services.

Accessible Customer Service

Providing Services to Persons with Disabilities:

TNI is committed to excellence in serving all clients, including persons with disabilities, and will carry out functions and responsibilities in the following areas:

1. Communication - TNI will train its Employees on how to interact and communicate with persons with various types of disabilities. Refer to the *Communication Procedure (1.100.1P)* for further guidance.
2. Assistive Devices – TNI is committed to serving clients who use assistive devices while accessing TNI services.
3. Support Persons – Unless there is a safety concern, persons with disabilities who require a support person are welcome to enter TNI locations with a support person. Written consent from the person with disability will be required when communicating confidential issues in the presence of a support person utilizing the TNI Consent Form.
4. Service Animals – Persons with a disability who require a service animal are welcome to enter TNI locations, except in areas where otherwise prohibited by law. Where service animals are not clearly identified, the owner may be required to provide pertinent documentation. In the event that an Employee or client at the location is allergic to animals, accommodations will be made
5. Service Disruptions – TNI will make reasonable effort to provide notice where possible in the event of a planned or unexpected disruption in facilities or services used by persons with disabilities. Where possible the notice will be displayed prominently at the public building entrance and at location entrance doors.
6. Feedback Procedure – TNI welcomes client feedback, including feedback about the delivery of TNI services to persons with disabilities. Feedback may be submitted online through the TNI website, by telephone, in person, by mail or by e-mail.

Training of TNI Employees

All Employees will be required to complete the Accessibility Customer Service Standards Training. Training will be provided to all current Employees and as part of a new Employee's orientation to TNI. New hires will be required to complete this training within a 60-day period following their start date.

As required by Ontario Regulation 429/07, TNI will keep all records of training completed.

Responsibilities

The VP, Operations is appointed by TNI and required to:

- Review this policy on an annual basis, and revise where necessary;
- Provide clients and interested parties with a copy of this policy upon request and make this policy available in alternate formats upon request where possible;
- Ensure that all Employees are provided with access to AODA training; and
- Address internal and external inquires.

Accessible Customer Service

Employees are required to:

- Read, understand, and adhere to this policy at all times;
- Complete the Accessible Customer Service Standards Training;
- Consistently provide high levels of customer service to all clients, and ensure that they are served in a manner that allows access to all products and services offered;
- Inform management of any issues regarding accessibility or disruptions in service;
- Provide assistance to clients where necessary;
- Ensure that all walkways are kept clear at all times; and
- Obtain written consent from the client in the event that confidential information must be shared with a support person.

Failure to comply with this policy may result in disciplinary action, up to and including termination.

References

- Accessibility for Ontarians with Disabilities Act, 2005
- Workplace Safety and Insurance Act, 1997
- Ontario Regulation 429/07
- Ontario Human Rights Code

