



Customer Service Accessibility Policy

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Preamble

These policies contain items that meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and are good practice. Note that the policies may be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

Under the Ontario Human Rights Code, “disability” means,

- (a) 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,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

“Accessibility”, in general terms, means the degree to which a product, device, service or environment is available to as many people as possible.

Epilepsy Ontario strives at all times to provide service in a way that respects the dignity and independence of people who have a disability. We are committed to giving people who have a disability the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers; ensuring that each citizen, regardless of ability, has equal, barrier free access to all services and is treated with dignity and respect.



I. Assistive Devices

1.0 Policy

1. It is the policy of Epilepsy Ontario to serve people with disabilities who use their own assistive devices to obtain, use or benefit from our services.

An Assistive device is an item a person may bring with them that is used to assist a person with a disability in accessing goods and services. Some may be visibly apparent, some may not.

2.0 Procedure

1. An employee will address the person's service needs by asking "How can I assist you?"
2. The employee will provide service while allowing the person being served to use their own personal assistive devices.
3. If a request for an assistive device by the person being served is not available, alternate accommodation will be suggested, within available Epilepsy Ontario
4. This policy exists to achieve service excellence for people who have a disability. If anyone has a question about the policy, or if the purpose of a policy is not understood, refer to policy "Feedback Process" under "Accessibility - Subsection: 03"

II. Communication

1.0 Policy

1. It is the policy of Epilepsy Ontario to communicate with people who have a disability in ways that take into account their disability, in any type of interaction with the public or other third parties, providing accessible service within the following formats:

- Telephone
- Fax
- Email
- In person
- Print copy
- Electronic Copy - PDF
- Website
- Teleconferencing
- Electronic Newsletters
- Webinars
- Social Media

2. An employee will address the person's service needs by asking how they would prefer to communicate.
3. The employee is responsible to communicate as per the request of the person being served, within the available means listed above.
4. If the request for communication method by the person being served is not available, alternate communication methods will be explained and made available, within the available means listed above.
5. This policy exists to achieve service excellence for people who have a disability. If anyone has a question about the policy, or if the purpose of a policy is not understood, refer to policy "Feedback Process" under "Accessibility - Subsection: 03"

III. Feedback Process

1.0 Policy

1. It is the ultimate goal of Epilepsy Ontario to meet and surpass service expectations while serving people who have a disability. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Epilepsy Ontario will ensure there is a feedback process in place regarding the way services are provided to people who have a disability.
2. Epilepsy Ontario will publicly post a feedback form and the methods in which it can be submitted are as follows:
 - Telephone
 - Email
 - Website
 - Fax
 - In person
 - Print copy
3. All feedback will be directed to the Executive Director.
4. Customers can expect a response to feedback within 10 business days.



2.0 Procedure

1. An employee will address the person's service needs by asking "How can I assist you?"
2. An employee will notify the customer that feedback regarding the way Epilepsy Ontario provides services to people who have a disability can be made, within the means listed above.
3. An employee shall assist the person in providing feedback if requested, in the manner requested, within the available means listed above.

IV. Service Animals

1.0 Policy

1. It is the policy of Epilepsy Ontario to welcome people who have a disability who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

A service animal is an animal that is specially trained to assist a person who has a disability and

- a) It is readily apparent that the animal is used by the person for reasons relating to disability
- b) The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to disability

2.0 Procedure

1. An employee will address the person's service needs by asking "How can I assist you?"
2. The employee will provide service while allowing the person being served to use their service animal.

This policy exists to achieve service excellence for people who have a disability. If anyone has a question about the policy, or if the purpose of a policy is not understood, refer to policy "Feedback Process" under "Accessibility - Subsection: 03"

V. Support Persons

1.0 Policy

1. It is the policy of Epilepsy Ontario to welcome people who have a disability who are accompanied by a support person.



A support person is someone who accompanies a person who has a disability who may assist with communication, mobility, personal care or medical needs.

A support person may be a paid worker, volunteer, friend or family member.

2. Epilepsy Ontario will obtain written consent from the person who has a disability, or their guardian, if confidential information is being shared while the support person is present.

2.0 Procedure

3. An employee will address the person's service needs by asking the person directly, "How can I assist you?"

4. The employee will provide service while allowing the person being served to be accompanied by the support- person.

5. The employee will obtain written consent from the person who has a disability, or their guardian, if confidential information is being shared while the support person is present.

6. This policy exists to achieve service excellence for people who have a disability. If anyone has a question about the policy, or if the purpose of a policy is not understood, refer to policy "Feedback Process" under "Accessibility - Subsection: 03"

7. This policy exists to achieve service excellence for people who have a disability. If anyone has a question about the policy, or if the purpose of a policy is not understood, refer to policy "Feedback Process" under "Accessibility - Subsection: 03"

VI. Temporary Disruption of Service

1.0 Policy

1. It is the policy of Epilepsy Ontario to provide notification of temporary disruption in the event of a planned or unexpected disruption in the facilities or services that may be used by people who have a disability.

2.0 Procedure

1. Should a planned or unexpected disruption in facilities or services arise, an employee will fill out a "Notification of Temporary Disruption" template which will explain:

*Location of disruption

*Reason for disruption

* Expected duration of disruption

* Alternate Facilities / Services / Entrances during disruption

2. Notification of Temporary Disruption will be placed at all public entrances and service counters on the premises.



3. This policy exists to achieve service excellence for people who have a disability. If anyone has a question about the policy, or if the purpose of a policy is not understood, refer to policy “Feedback Process” under “Accessibility - Subsection: 03

