

# Catholic Principals' Council Ontario Accessibility Policies

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### Standard of Customer Service policies:

Catholic Principals' Council Ontario (CPCO) is committed to serving our customers' needs in a caring, thoughtful and timely manner and is committed to providing an accessible and inclusive environment in which all individuals have equal access to its goods and services as required by the Accessibility Standards for Customer Service, O. Regulation 429/07 made under the **Accessibility for Ontarians with Disabilities Act, 2005**. CPCO will make every reasonable effort to ensure that its policies, practices and procedures respecting accessibility will be consistent with the principles of independence, dignity, integration and equality of opportunity.

Copies of CPCO's policies and forms developed and implemented to meet the requirements of the AODA Standards are available upon request. If required to provide a copy of our policies to a person with a disability, CPCO will provide the person with the policies or the information contained in the policies in a format that takes the person's disability into account and as agreed upon by CPCO and the person with a disability.

## Customer service policy on providing goods and service to people with disabilities

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### 1 POLICY

Catholic Principals' Council Ontario (CPCO) is called to leadership in Catholic education through service and advocacy with a commitment to gospel values.

Our commitment in fulfilling our mission is to strive at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Reasonable efforts will be made to ensure that:

- a. Persons with disabilities are provided equal opportunity to obtain, use and benefit from CPCO goods and services as defined within the law. Please note that the standard does not set accessibility requirements for the goods themselves, but rather the way that they are provided to customers. In other words, it is the provision of goods or services to the public or other third parties (i.e., customers) that must comply with the customer service standard;
- b. Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;

- c. The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit. The alternative measure may be temporary or permanent;
  - d. Communications with a person with a disability are conducted in a manner that takes the person's disability into account; and
  - e. Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access CPCO goods and services unless superseded by other legislation.
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## 2 PURPOSE

This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the **Accessibility for Ontarians with Disabilities Act**.

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## 3 SCOPE

This policy applies to all employees and customers in the CPCO corporate office in Toronto, Ontario.

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## 4 RESPONSIBILITY

It is the responsibility of the managers and/or immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

Each manager and/or immediate supervisor is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

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## 5 DEFINITIONS

"**Assistive Devices**" are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

"**Disability**", as per the **Ontario Human Rights Code**, 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 coordination, 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**.

"**Employees**" – every person who deals with members of the public or other third parties on behalf of CPCO whether the person does so as an employee, agent, volunteer or otherwise.

"**Persons with Disabilities**" – individuals who have a disability as defined under the Ontario Human Rights Code (and above).

"**Service Animals**" – animals individually trained to do work or perform tasks for the benefit of a person with a disability.

"**Support Persons**" – any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

"**Customers**" – members of the public, suppliers, subscribers, trial users, vendors, other businesses, consultants, providers of other business and professional services, the government or other organizations.

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## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005**

**Ontario Human Rights Code**

**Accessibility Standards for Customer Service, Ontario Regulation 429/07**

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## 7 PROCEDURES

The customer service standard sets rules about policies, practices and procedures on providing goods or services to people with disabilities.

CPCO is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### Communication

- a. We will communicate with people with disabilities in ways that take into account their disability.
- b. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### Telephone services

- a. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

- b. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

#### Assistive devices

- a. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- b. CPCO will not have any assistive devices available on the premises.

#### Billing

- a. We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: Large print or by email or hard copy invoices.
- b. We will answer any questions customers may have about the content of the invoice by telephone or email.

#### Use of service animals and support persons

- a. We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- b. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter CPCO's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
- d. Fees will not be charged for support persons for admission to CPCO conferences or seminars. Customers will be informed of this by a notice that will be published in conference/seminar marketing materials and on the website.

#### Notice of Temporary Disruption

- a. CPCO will provide customers with notice in the event of a planned disruption in the facilities or services or services usually used by people with disabilities. The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative services if available.
- b. This notice will be placed at all public entrances on CPCO premises and will be noted in the telephone message for any callers, and posted on the website under the Accessibility Link.

#### Training for staff

- a. CPCO will provide training to all employees and all those who are involved in the development and approvals of customer practices and procedures.
- b. This training will be provided as soon as practicable after employees commence their duties.
- c. Training will include the following:
  - The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the customer service standard
  - How to interact and communicate with people with various types of disabilities
  - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
  - What to do if a person with a disability is having difficulty accessing CPCO's goods and services
- d. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### Feedback process

- a. The ultimate goal of CPCO is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- b. Feedback regarding the way CPCO provides goods and services to people with disabilities can be made by email, letter or phone call. All feedback will be directed to the **Communications Manager**. Customers can expect to hear back within 48 hours.
- c. Where concerns cannot be resolved within 5 working days, the **Communications Manager** will inform the **Executive Director** will investigate the matter with the appropriate personnel and provide a written response within thirty (30) days.

#### Modifications to this or other policies

- a. We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- b. Any policy of CPCO that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy:

- a. This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the **Communications Manager** at CPCO.
- b. A copy of this policy is available upon request by contacting the **Communications Manager**.
- c. When requested, the Policy document will be provided in a format that takes into account the person's disability.

## **Communicating with people with disabilities**

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### **1 POLICY**

We are committed to communicating with people with disabilities in ways that take into account their disability and in keeping with the principles of dignity, independence, integration and equal opportunity.

This policy provides guidance in considering how to improve communication with people with a disability through general communications, involvement of people with a disability in consultation, or in meetings, during a transaction and producing publications in accessible formats.

This policy applies to all of CPCO's communications with the public, including in relation to consultation, and the development of pamphlets, flyers, letters, memos, emails, websites, brochures, invoices, papers and reports, among others.

All oral and written communication should seek to be inclusive of and positive toward people with a disability.

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### **2 PURPOSE**

The purpose of this Statement of Policy and Procedure is to ensure that persons with disabilities have communication access that is effective as that provided to persons without disabilities. To be equally effective, an aid, benefit or service need not produce the identical result or level of achievement for disabled and non-disabled persons; it must afford the person to whom it is provided equal opportunity to achieve equal results, gain equal benefit and reach the same level of achievement.

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### **3 SCOPE**

This policy applies to all employees and customers at the CPCO corporate office in Toronto, Ontario.

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### **4 RESPONSIBILITY**

It is the responsibility of managers and immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

Each manager and immediate supervisor is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

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## 5 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005**

**Ontario Human Rights Code**

**Accessibility Standards for Customer Service, Ontario Regulation 429/07**

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## 7 PROCEDURES

**Terminology:** the terminology we use can influence the way we see people and may unintentionally create a negative perception. The words we use can be very powerful. However unintentional, many words used to describe the nature of a disability can be demeaning and disrespectful. Please refer to the terminology chart to assist you in making your communication with or without people with disabilities more successful.

The words "disability" and "disabled" are more appropriate than "handicap" or "handicapped."

Remember to put people first. It is preferable to say "person with a disability" instead of "disabled person."

When considering an individual's disability in communication: a key aspect of communication is taking into consideration the specific needs of an individual. Employees may need to utilize a variety of different techniques to best interact with a person with a disability in order to effectively provide goods and services to that individual.

To assist people with disabilities to access our services, employees should utilize the following general guidelines:

- a. Treat people with disabilities with the same respect and consideration you offer everyone else.
- b. If you're not sure what to do, ask the individual, "May I help you?"
- c. Ask before you offer to help; don't just jump in. People often have their own way of doing things.  
Individuals with disabilities know if they need help and how you can provide it.
- d. If you don't know someone, or if you are unfamiliar with the disability, it's better to wait until the individual describes his or her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.
- e. Some disabilities are not visible. Take the time to get to know the individual's needs.
- f. Speak normally, clearly and directly. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- g. Be patient; give the individual time to explain him or herself.
- h. Utilize the materials provided in the Overview of the policy manual to assist you with individual/specific situations, techniques, best practices and alternative communication methods to assist with the provision of goods and services based on the needs of the individual.

CPCO does not currently have a TTY (teletypewriter) number.

We will give careful consideration to whether consultations, meetings, and transaction methods are inclusive of people with disabilities.

When organizing meetings, we will make attempts to use facilities that cater for people with a disability; e.g., ramps, handrails and lifts for people with mobility disabilities, inductive loop or radio systems to assist the hearing impaired. We will consider whether it is appropriate to hire an interpreter to assist in presentations at meetings. When holding public events offsite, they will be advertised as part of the information about the location of the meeting.

When organizing consultation meetings, consider the environment available for any person with a disability attending the meeting; e.g., physical access to the building and meeting room, access to toilets, lighting in the room, and external noise.

**Publications:** When preparing material intended to be distributed to the public, we will consider the format of the material and its accessibility to the target audience. In particular, we will consider whether alternative formats are required in order to facilitate access by a person with a disability.

Excessive cost can be avoided by carefully targeting the audience. Options for making accessible formats available may include:

- a. Distributing standard formats, and developing and providing alternative formats only upon request.
- b. Providing a pamphlet or booklet in accessible format, and supplementary documents upon request.
- c. Advertising the availability of certain alternative formats. Where only standard formats are distributed, consideration should be given to advertising the availability of alternative formats upon request. Reception and publications staff should be made aware of the availability of alternative formats, and particular formats that CPCO is willing to provide upon request.

One or more of the following formats may be appropriate for development to improve accessibility:

- a. Internet: The Internet is a highly suitable medium for many people with hearing, vision, mobility and manipulatory impairments. To make the publication most compatible to software that assists people with a disability, it should be posted on the Internet in HTML or ASCII format.
- b. CD or DVD: Providing information in a portable electronic format may be suitable for people with hearing, vision, mobility and/or manipulatory impairments. The publication should be converted to ASCII format to make it most compatible with accessibility computer software.
- c. Digital audio file, podcast: Audio is used by a wide range of people although it is often targeted to people with vision impairment. These formats are relatively easy and cost-effective to produce and post.
- d. Braille: This format is used by people with severe vision impairment who have learned the Braille alphabet.
- e. Large and illustrated print: Large print is mainly targeted to those with low vision. It refers to any printed matter that uses a font that is 14 point or larger. Illustrated print is designed to provide a quick visual outline of a message. It is often preferred by people with an intellectual disability, people with some visual impairment and can also assist people from culturally and linguistically diverse backgrounds.



## Use of assistive devices

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### 1 POLICY

CPCO will welcome all customers and the broader public to our facilities by committing our staff and volunteers to provide our goods and services that respect the independence and dignity of people with disabilities. Such access to goods and services incorporate measures that include but are not limited to the use of assistive devices.

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### 2 PURPOSE

The purpose of this Statement of Policy and Procedure is to ensure that CPCO's office is open to the public and will, as applicable, post information in the front office or reception area or entrance that indicates that we do not have assistive devices available but encourages potential users to seek support from staff and volunteers as they require it.

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### 3 SCOPE

This policy applies to all employees and customers and the office of CPCO.

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### 4 RESPONSIBILITY

Managers and supervisors will ensure that staff is trained to support customers and the broader public who may use assistive devices while accessing our facilities so that we can provide our goods and services.

It is the responsibility of the managers and/or immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

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### 5 DEFINITIONS

"**Assistive devices**" are any devices used by persons with disabilities to help with daily living and tasks such as auxiliary aids, communication aids, cognition aids, personal mobility aids and medical aids. Assistive devices include a range of products such as wheelchairs, walkers, white canes, crutches, oxygen tanks, hearing aids and other electronic communication devices.

"**Employees**" means every person who deals with members of the public or other third parties on behalf of CPCO whether the person does so as an employee, agent, volunteer or otherwise.

"**Customers**" mean members of the public, suppliers, subscribers, trial users, vendors, other businesses, consultants, providers of other business and professional services, the government or other organizations.

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### 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005**

**Ontario Human Rights Code**

## 7 PROCEDURES

Training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

**Assistive devices carried by persons with disabilities:** CPCO's website will indicate that respecting the provision of goods and services, CPCO will respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices.

CPCO's office will post information in the front office/reception area or entrance that it welcomes the use of assistive devices and encourages users to seek support from staff and volunteers as they require it.

**Assistive devices/services made available by CPCO:** CPCO's website will indicate that we do not provide assistive devices to assist in provision of services and access to goods to people with disabilities. However alternative service methods such as assistance of a staff person to complete a transaction will be provided if requested.

Employees must not touch or move a person's assistive device without the person's permission. If you do have their permission, do not move the device out of the user's reach.

Practice consideration and safety. Do not leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

Let the person know about accessible features in the immediate environment such as automatic doors, accessible washrooms or change rooms.

## Use of service animals

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### 1 POLICY

CPCO welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from CPCO premises, we will ensure that alternative means are available to enable the person with a disability to access our goods and services.

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### 2 PURPOSE

The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities who are accompanied by a service animal are treated accordingly.

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### 3 SCOPE

This policy applies to all employees and customers at CPCO's office.

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### 4 RESPONSIBILITY

It is the responsibility of the managers and immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

Each manager and immediate supervisor is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

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## 5 DEFINITIONS

"**Service animal**" is an animal that a person with a disability uses for support. Such use is either readily apparent or is supported by a letter from a physician or nurse.

It may be readily apparent that an animal is a service animal when its appearance or behaviour (e.g., wearing a harness or saddle bags) identifies it as a service animal or the owner has a certificate or identification card from a service animal training school. It may also be apparent if a person is using the animal to assist him or her, e.g., opening doors or retrieving items.

Service animals offer independence and security to many people with various disabilities. Some laws generally prohibit animals in certain areas, such as food preparation areas. However, service animals are permitted in most public situations. For example, a service animal would not be allowed in a restaurant kitchen, but is allowed in the restaurant itself.

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## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005**

**Accessibility Standards for Customer Service, Ontario Regulation 429/07**

**Health Protection and Promotion Act, Ontario Regulation 562, sections 59 & 60**

**Food Safety and Quality Act, 2001, Ontario Regulation 31/05, section 44**

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## 7 PROCEDURES

Unless otherwise excluded by law, the customer service standard requires that a person is permitted to be accompanied by his or her guide dog or other service animal in the areas that are open to the public or third parties. As such, CPCO employees should allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law.

In the event that a law excludes a service animal, the reason why the animal is excluded should be explained to the individual, and other reasonable arrangements to provide goods and services should be explored with the assistance of the person with the disability.

Service animals are non-participants and therefore whenever possible should be granted free admission to the goods and/or services being accessed by the person with a disability they are accompanying. If an amount is payable for the service animal, notice should be given in advance about the amount.

## **Disruption of services**

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### **1 POLICY**

CPCO will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available. CPCO will provide notice by posting information in visible places on our premises or on the CPCO website or by any other method that may be reasonable under the circumstances.

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### **2 PURPOSE**

The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities know when there is a temporary disruption of service.

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### **3 SCOPE**

This policy applies to all employees and customers at CPCO's offices.

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### **4 RESPONSIBILITY**

It is the responsibility of managers and immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

Each manager and immediate supervisor is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

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### **5 DEFINITIONS**

None

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### **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

**Accessibility for Ontarians with Disabilities Act, 2005**

**Accessibility Standards for Customer Service, Ontario Regulation 429/07**

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### **7 PROCEDURES**

If a disruption in service is planned and expected, CPCO should provide notice as far in advance of the disruption as possible as individuals may require considerable time to make alternative arrangements.

If a disruption is unexpected, CPCO should provide notice as soon as possible after the disruption has been identified.

The notice of disruption should include information about the service that is disrupted, reason(s) for the disruption, the anticipated duration and a description of alternative facilities, services or alternate mechanisms to access the goods and services.

Depending on the nature of the disruption, notice may be given by posting the information at a conspicuous place (e.g., on or directly to the side of an elevator door or a washroom door) or in CPCO's facilities or venue area. Other options that may be used include: placing a message on voicemail, posting on the CPCO website or through direct communication with users of the services in accordance with CPCO's practices.

Generally, disruptions to or of an organization's services, such as during a power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, CPCO should provide the notice of disruption in an appropriate manner as soon as possible.

From time to time CPCO may not have direct control over facilities or services (e.g., one office within a building leased by many businesses). In these circumstances it is recommended that CPCO endeavour to work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.

## **Customer feedback policy**

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### **1 POLICY**

CPCO welcomes feedback as it encourages continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods. A feedback form is prepared if required.

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### **2 PURPOSE**

The purpose of this Statement of Policy and Procedure is to implement a process for individuals to provide feedback on how CPCO provides goods and services to people with disabilities, responds to any feedback and takes action on any complaints/suggestions, as required by the Accessibility Standards for Customer Service. Feedback from our customers gives CPCO opportunities to learn, improve and acknowledge performance.

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### **3 SCOPE**

This policy applies to all employees and customers at CPCO.

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### **4 RESPONSIBILITY**

It is the responsibility of the managers and/or immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

Each manager and/or immediate supervisor is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

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## 5 DEFINITIONS

None

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## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005**

**Accessibility Standards for Customer Service**, Ontario Regulation 429/07

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## 7 PROCEDURES

Please use the feedback form template to fulfil the requirements of this policy. This form is posted to the CPCO website with the applicable contact information.

Feedback can be communicated to CPCO via telephone, email, mail, online form, verbally in person or any other means that effectively accommodates the person with the disability.

If an individual indicates that he or she would like a response, CPCO is responsible for addressing that individual's comments/suggestions in a timely fashion. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing CPCO's policies and practices.

Feedback received and actions taken will be recorded.

Please use the **Feedback Form** template located at the end of this document to fulfil the requirements of this policy.

## Training

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### 1 POLICY

CPCO will provide training to all employees, volunteers and others who deal with the public on CPCO's behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. Training will be provided as soon as practicable after an individual assumes responsibilities related to the public and will include the following:

- a. The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the Accessibility Standards for Customer Service;
- b. Information regarding CPCO policies, practices and procedures relating to the customer service standards;
- c. How to interact and communicate with people with various types of disabilities;
- d. What to do if a person with a particular type of disability is having difficulty accessing your goods or services; and

- e. How to interact with people with disabilities who use an assistive device, service animal or support person;

The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

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## 2 PURPOSE

The purpose of this Statement of Policy and Procedure is that CPCO is required to provide training to all employees, volunteers, contractors, and others who deal with the public on CPCO's behalf. CPCO must also train all others who are involved in the development of policies, practices and procedures.

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## 3 SCOPE

This policy applies to all employees and customers at CPCO's offices.

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## 4 RESPONSIBILITY

It is the responsibility of managers and immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

Each manager and immediate supervisor is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

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## 5 DEFINITIONS

For the purpose of this policy, employees encompass all of the groups indicated in section 2.01.

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## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005**

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## 7 PROCEDURES

Training includes the following elements:

- a. Review of the purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the customer service standard;
- b. How to interact and communicate with people with various types of disabilities;
- c. How to interact with people with disabilities who use an assistive device, service animal or support person;
- d. How to use the equipment or assistive devices available at CPCO if applicable;

- e. What to do if a person with a particular type of disability is having difficulty accessing your goods or services; and
- f. Information regarding CPCO's policies, practices and procedures relating to the customer service standards.

**Timing of training:** All current employees who work with the public should be trained immediately.

All new employees who work with the public should be trained as soon as practicable. It is recommended that training take place within 60 days after commencing employment.

Current employees who assume new job responsibilities that include interaction with the public should be trained as soon as practicable. It is recommended that training take place within 60 days after commencing these new job responsibilities.

Employees should also be trained on an ongoing basis when changes are made to the policies, practices and procedures.

**Methods of training:** All CPCO staff should be provided the mandatory training as follows:

**All staff will be trained in-house by appropriately knowledgeable staff and complete a quiz at the end of training.**

Part of training includes reviewing all CPCO policies, procedures and practices under the customer service standard (e.g., customer service, assistive devices, communication, service animal, support person, disruption of service, feedback process, etc.)

The training may not be exactly the same for all staff and need not be delivered in the same manner as long as it meets the requirements as outlined above.

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## 8 RECORD KEEPING

CPCO is required by the customer service regulation to keep a record of all training provided under the AODA and Regulation 429/07. The training records to be maintained include the date on which training was provided, the type of training and participants.

## Documentation and annual filing

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### 1 POLICY

Documents required by the Accessibility Standards for Customer Service are available upon request. When providing a document to a person with a disability, CPCO will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account.

### 2 PURPOSE

The purpose of this Statement of Policy and Procedure is that, per regulations, CPCO is required to post a notice that documents required by the customer service standard are available upon request and in a format that takes a person's disability into account.



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### 3 SCOPE

This policy applies to all employees and customers at CPCO's offices.

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### 4 RESPONSIBILITY

Each manager and immediate supervisor is responsible to ensure all employees are trained under the customer service standard and this policy, practices and procedure.

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### 5 DEFINITIONS

None

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### 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

**Accessibility for Ontarians with Disabilities Act, 2005**

**Accessibility Standards for Customer Service, Ontario Regulation 429/07**

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### 7 PROCEDURES

In determining a suitable format that takes the individual's disability into account, it is recommended that CPCO work with the individual to determine options in order to provide the document (s) or the information contained in the document (s) in a format that is reasonable and takes the person's disability into account.

More information about alternative formats is available in the **Communicating with persons with disabilities policy**.

Note that the release of information may be subject to applicable privacy legislation.

The following documents are available for your download:

**NOTICE of TEMPORARY SERVICE DISRUPTION**

**NOTICE to CUSTOMERS of our FEEDBACK PROCESS**

**PROVISION of GOODS and SERVICES to PERSONS with DISABILITIES - Customer Feedback Form**

**PROVISION of GOODS and SERVICES to PERSONS with DISABILITIES - Record of Customer Verbal Complaint**