

G-203 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE



Version 1 effective May 12, 2015

(previously RH-95)

Policy

In order to adequately meet our mission objectives, it is essential that people in the community of Prescott-Russell who are Valoris' hosts at our various service centres, feel that they are at the right place and that they receive a warm welcome, encouragement, assistance and quality services.

Procedure

1. Training

Any individual to interact with members of the public will receive adequate training providing them guidance on the best ways to accommodate people with a disability wishing to have access to Valoris' goods and services.

2. Assistance

People with disabilities accompanied by a service animal are permitted to enter the premises owned or managed by Valoris usually accessible to the public.

People with a disability requiring the presence of a support person may be accompanied by this person in areas normally accessible to the public.

3. Feedback

Valoris is committed to establishing a feedback system to receive comments from members of the public regarding how Valoris provides goods and services to people with disabilities. A new process will be established allowing us to respond to these comments within a period of thirty (30) working days.

In the event that a member of the public wishes to make comments or complain about the provision of goods or services to people with disabilities, it is possible to do so by calling Valoris or by reporting in person at its head office, or to proceed through its Website. A response to such a complaint will be made within a period of thirty (30) days (refer to Policy S-105 for more information about the feedback process).

4. Accessibility to employment opportunities

In job offers, Valoris specifies the possibility for a potential candidate to communicate with the Department of Human Resources in the event that specific arrangements must be taken, such as for the interview.

5. Notice of interruption and temporary blackouts

Valoris undertakes to inform its customers when facilities or accessibility services are temporarily unavailable for their use by people with a disability, whether this disturbance is expected or not. Hence, the notice will include the reason for the disruption, its expected duration and the description of any alternative facility or service, if applicable.

The notice in question will be posted on Valoris' Website.

Definitions

Person with a disability: A "disability", according to the 2005 Accessibility for Ontarians with Disabilities Act means:

- 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;
- 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 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 terms of the Workplace Safety and Insurance Act, 1997.

Service animal: A "service animal" means:

- A "guide dog" as defined under the Act on the rights of the blind; or
- A "service animal" for a person with a disability in one or other of the following cases:
 - the person is using the animal obviously for reasons related to his disability.
 - Or
 - the person provide a letter from a doctor or nurse confirming that she needs the animal for reasons related to his disability.

Support person: A person accompanying a person with a disability to help him communicate, move, take care of his personal or medical needs or even to facilitate his access to goods and services.

References

- S-105 "Complaints from Clients";
- RH-401 "Code of Ethics for People Acting on Behalf of Valoris";
- Accessibility for Ontarians with Disabilities Act, 2005.