

Notice of Temporary Disruptions in Services and Facilities

The proper operation of our services and facilities is important to the public. However, temporary disruptions in Casey House services and facilities may occur. These disruptions may be unplanned, or involve planned maintenance and repairs, or occur for other reasons.

If an unplanned temporary disruption occurs, notice will be provided as soon as reasonably possible. When the temporary disruption is planned, notice will be provided in advance.

When temporary disruptions occur to our services or facilities, Casey House will provide notice in visible places and on our website, or in other ways considered reasonable under the circumstances. Notices will provide information about the reason for disruption, its expected duration, and other methods of accessing the services or facilities if they are available.

Training

All staff, volunteers, Board Members, and others who work for Casey House or on its behalf will receive information and/or training as required by the *Accessibility Standards for Customer Service*. This training includes, but is not limited to, *Casey House Policy, Procedures and Practices* pertaining to the provision of services to customers with disabilities; and how to assist customers with disabilities in accessing Casey House’s services.

Availability, Document Formats

Casey House Accessible Customer Service Policy and Procedures will be available to any person upon request, and is located on our web-site. When providing these documents or the information contained in them, to a person with a disability, they or the information within them, will be given in a format that takes the person’s disability into account.

Notice of the Availability of Documents

Notice of the availability of documents required by the *Accessibility Standards for Customer Service* will be posted on our website and available through Casey House’s website, reception or Accessibility Officer.

Your Feedback is Important to Us

Feedback from the public is welcomed as it may identify areas that require change and encourage service improvements.

Feedback may be given by telephone, in person, in writing, or in electronic format.

If feedback is received regarding the accessibility of Casey House services it will be reviewed by the Accessibility Officer for the purpose of resolving any issues and improving our understanding of the needs of people with disabilities.

If you would like a copy of **Casey House Accessible Customer Service Policy**, please contact:

accessibility@caseyhouse.on.ca



CASEY HOUSE
inspired HIV AIDS care

www.caseyhouse.com

416-962-7600



Accessible Customer Service Standard



CASEY HOUSE
inspired HIV AIDS care

Casey House is committed to providing quality services that are accessible to all.

Accessible Customer Service Policy Statement

Casey House is committed to providing quality services that are accessible to all persons.

Background and Purpose:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial Act for the purpose of developing, implementing and enforcing standards that enhance the ability of persons with disabilities to access all available opportunities.

Accessibility Standards for Customer Service is the first standard to be passed as a regulation and become law in Ontario. Under this standard designated private (non-profits and businesses) as well as public sector organizations must develop policies, procedures and practices pertaining to customer service to persons with disabilities.

What is Accessible Customer Service?

Persons with disabilities may require assistance or accommodation in the way that services are provided to them. The type of accommodation provided may vary depending on the client's unique needs.

The Provision of Goods and Services to Persons with Disabilities

Casey House will use reasonable efforts to ensure that its services are provided in a way that:

- Respects the dignity and independence of persons with disabilities;
- Provides services to persons with disabilities in an integrated manner with those who do not have disabilities, unless an alternative accommodation is necessary;
- Provides persons with disabilities with an opportunity equal to that given to others.

When communicating with a person with a disability, **Casey House** will do so in a manner that takes into account the person's disability.

Service Animals

Persons with disabilities may use service animals to assist them in accessing Casey House's services. Persons with disabilities will be permitted to enter premises owned and/or operated by Casey House with their service animal if the public has access to these areas. They will be permitted to keep the service animal with them, unless the animal is excluded by another law. If it is not obvious that the animal is a service animal, the client may be requested to provide a letter from a physician or nurse confirming that they require the animal for reasons relating to their

disability, or for a valid identification card/training certificate from a recognized service animal training school.

It is the responsibility of the client to ensure that their service animal is kept under control at all times.

(Please refer to Casey House's Pet Policy #O-HS 009)

Support Person

Persons with disabilities may be accompanied by a support person while on **Casey House** premises or in our programs.

Assistive Devices

Persons with disabilities may use assistive devices to access **Casey House's** services. These can include but are not limited to, mobility aids, such as walkers, canes, scooters, wheelchairs, crutches or speech amplification devices. Staff/Volunteers will not touch assistive devices without permission or move them out of the reach of the client. Additionally, staff/volunteers will inform clients of accessible features at **Casey House** and/or the immediate environment, if you feel that they would be useful to them.



Summary of Accessible Customer Service Requirements

Personal Assistive Devices: Allow people with disabilities to use assistive devices to access services.

Service Animals: Allow people with disabilities to bring their service animals onto the public parts of the premises, unless the animal is excluded by another law (i.e. food preparation area).

Support Persons: Let people with disabilities bring their support persons with them when accessing services and while in those areas of the premises that are open to the public or other third parties.

Service Disruption Notice: Inform the public when facilities or services regularly used by people with disabilities are temporarily unavailable.

Communicate: Communicate with a person with a disability in a manner that takes into account his or her disability.

Feedback: Receive and respond to feedback on services to people with disabilities.