

Accessibility Standards for Customer Service Policy as Required by the Accessibility for Ontarians
with Disabilities Act (AODA 2005)

Providing Goods and Services to People with Disabilities

*customers – members, volunteers, vendors, or anyone associated with OACETT services

The following policy, practices and procedures have been established by OACETT to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/09. “Accessibility Standards for Customer Service”.

OACETT’s policy on Accessibility Standards for Customer Service Policy as required by the Accessibility for Ontarians with Disabilities will be posted on the OACETT website and updated as required.

Mission

OACETT is committed to excellence in serving all customers including people with disabilities. Our mission is to ensure that our policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service to effectively provide services to people with disabilities.

Commitment

In fulfilling our mission, OACETT strives at all times to provide its 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.

Assistive devices

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.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Telephone Service

OACETT is committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

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

Billing

OACETT is committed to providing accessible invoices to all our members and customers. For this reason, invoices will be provided in the following format upon request: hard copy and e-mail.

OACETT will answer any question(s) customers may have about the content of the invoice in person, by telephone or e-mail.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will not be charged for support persons or for admission to OACETT's premises. We will notify customers of this through a notice posted on our premises and on our website.

If a support person is required for attending an event (such as a Council meeting, AGM, or Awards Gala, etc.), the applicable fees will be charged to the support person.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, OACETT will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the OACETT's website.

Training for staff

OACETT will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to all staff.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- OACETT's accessible customer service plan.
- 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities, e.g., ramps
- What to do if a person with a disability is having difficulty in accessing OACETT's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way OACETT provides goods and services to people with disabilities can send an e-mail to OACETT to info@oacett.org, phone 416-621-9621, or send a letter to OACETT, 10 Four Seasons Place, Suite 404, Etobicoke, ON, M9B 1R2.

All feedback will be directed to the Chief Administrative Officer. Customers can expect to hear back in 10 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of OACETT that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.