

# Accessibility Customer Service Policy – Ontario Province

## Ownership of Policy

Policy Administrator: Human Resources

Overall Responsibility: Senior Leadership Team

## Key Dates

Original date of creation: January 1, 2012

Date of last revision: February 5, 2016

Date of last review: February 5, 2016

Date of next scheduled review: February, 2017

## Standard

An accessibility standard is a rule that persons and organizations must follow to identify, remove and prevent barriers. The first of five areas for accessibility standards – the *Accessibility Standards for Customer Service, Ontario Regulation* – came into effect on January 1, 2008, Futurpreneur Canada is required to comply with this regulation with the major areas of compliance listed below.

### Intent

Futurpreneur Canada is committed to complying with this policy by undertaking the following initiatives:

- To establish a policy, practices and procedures on providing programs and services to persons with disabilities, as defined under the AODA.
- Will state in the policy how Futurpreneur Canada will facilitate the use of assistive devices; service animals and support persons; how we will communicate with persons with disabilities; how we will communicate disruptions in service for persons with disabilities; how we train our employees; and how customers can provide feedback.
- Make reasonable efforts to ensure our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity as defined by the AODA.
- Train employees, volunteers, contractors and others who provide programs and services to our customers on the policies as stated above.
- Post our policies on our website and our intranet.
- Provide an accessible feedback mechanism for our customers, including provisions for response to that feedback and for taking action.

## Policy

In accordance with the Ontarians with Disabilities Act (ODA, 2001) and the Accessibility for Ontarians with Disabilities Act (AODA, 2005), Futurpreneur Canada has developed a policy to ensure that persons with disabilities have equal access to programs, services, and activities at Futurpreneur Canada.

Futurpreneur Canada is committed to customer service excellence. Our programs and services are delivered in a way that reflects the principles of dignity, independence, integration and equal opportunity. Through these key principles, Futurpreneur Canada strives to provide our programs and services in a respectful manner that is accessible to all of our customers.

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## Providing Programs and Services to People with Disabilities

People with disabilities will be given an equal opportunity to obtain, use and benefit from Futurpreneur Canada programs and services. Futurpreneur Canada will provide all programs and services respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability.

## Communication

When communicating with a person with a disability, Futurpreneur Canada will do so in a manner that takes into account the person's disability. Futurpreneur Canada commits to provide training on customer service to all current and future employees and volunteers. This training will, in particular, include how to interact and communicate with persons with various types of disabilities.

## Telephone services

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

Employees will offer to communicate with customers by email or TTY if telephone communication is not suitable to their communication needs or is not available.

## Notice of Planned or Unplanned Disruption in Services and Facilities

In the event of a service disruption it is the responsibility of the Futurpreneur Ambassador to take reasonable steps to report such disruption in a timely and appropriate fashion. This may include, but is not limited to, the Futurpreneur Canada website, intranet, physical postings (temporary signage), and/or communication via email. In accordance with the AODA, notice must be conspicuous and indicate any alternatives that exist to allow access to persons with disabilities during the disruption.

The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption;
- Information about the reason for the disruption;
- Anticipated duration of the disruption;
- Descriptions of alternative facilities or services, if any; and
- Contact information.

## Assistive Technology

Personal assistive technologies are permitted and unrestricted at all times except when subject to safety and/or privacy and confidentiality. Upon request, Futurpreneur Canada will provide a list of various assistive technologies available to employees and volunteers. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

Futurpreneur Canada is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Futurpreneur Canada will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing its services.

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## Service Animals

Persons with a disability who are accompanied by a service animal may have unrestricted access to Futurpreneur Canada facilities during the course of normal business provided the animal is not otherwise excluded by law. If a service animal is excluded by law, Futurpreneur Canada will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to Futurpreneur Canada's programs and services. It should be noted that the use and safety of the service animal is the responsibility of the person with a disability.

## Support Persons

Futurpreneur Canada welcomes employees, clients and visitors who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purposes of providing support with mobility, personal assistance and/or communication.

Persons with a disability who require a support person may access premises operated and/or owned by Futurpreneur Canada with their support person, provided the interaction between the person and their support person does not compromise confidentiality and non-disclosure agreements.

Support persons will be required to agree to the same terms of confidentiality and non-disclosure as all other parties involved in Futurpreneur Canada programs and services.

Support persons are permitted to accompany clients, partners and employees with disabilities. Individuals who are accompanied by a support person are encouraged to inform relevant persons of their participation (e.g. clients).

Support persons shall be permitted entry to all Futurpreneur Canada facilities and meeting rooms that are open to the person with a disability, except when there are fees applied against participants by a third party. Where there are admission fees for an event organized by Futurpreneur Canada, persons with a disability shall be expected to pay the same fee as other attendees, but no admission fee shall be charged to their support person. Confirmation of the support person's official capacity may be required. This policy will be posted (1) on the Futurpreneur Canada website; (2) included in information where admission fees are published; and (3) at entrances and/or location(s) where fees are collected.

## Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing, or by email.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Futurpreneur Canada will respond within 21 working days. All feedback should be directed by mail or in person to:

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**Email:** [accessibility@futurpreneur.ca](mailto:accessibility@futurpreneur.ca)

**Phone:** 416-408-2923

**Mail:** Attention: Human Resources Department  
133 Richmond Street West Suite 700  
Toronto, ON M5H 2L3

## Training

Futurpreneur Canada will provide training on AODA customer service to all current employees and volunteers and, in particular, to those providing services and who are involved in the development and approval of customer service policies, procedures and practices. New employees will be provided such training as part of their orientation. Futurpreneur Canada may require volunteers, new employees, and/or third party contractors to provide proof of AODA customer service training as a condition of contract.

This training will be provided within 30 days as part of their orientation after new employees commence their duties.

Such training shall include:

- A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the available equipment or devices that may assist with the provision of services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing Futurpreneur Canada services;
- How to develop and review policies, procedures and practices relating to the provision of services to persons with disabilities.

Employees will be trained, as appropriate, on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## Availability and Format of Documents (Alternative Formats)

When possible, Futurpreneur Canada will accommodate requests for services in alternative formats such as large print and transcription.

To request documents, please contact Futurpreneur Canada at: [accessibility@futurpreneur.ca](mailto:accessibility@futurpreneur.ca)

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

## Questions

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, please contact [accessibility@futurpreneur.ca](mailto:accessibility@futurpreneur.ca)