



Policy Name & Number	Accessibility – Customer Service
Initial Issue Date	September 28, 2011
Next Revision Date	
Approved By	Senior Management

PREAMBLE

CMHA/Peel is committed to serving our diverse client community, including persons with disabilities. We believe in the principles of independence, dignity, integration and equality of opportunity for all individuals and we strive to reflect these principles in our service to clients.

POLICY

The Agency is committed to:

- 1. Communicate and interact with all people with disabilities in ways that take into account their disability.**
 - *Train our staff to appropriately interact and communicate with our diverse client community and to persons with all types of disabilities.*
- 2. Provide fully accessible telephone service to all consumers and clients.**
 - *Train agency staff and volunteers to communicate clearly and appropriately with consumers and clients over the telephone.*
 - *Familiarize all staff with telephone technologies intended for persons with disabilities.*
- 3. Serve people with diverse disabilities who use assistive devices, to obtain, use or benefit from our information and services.**
 - *Staff will be trained in the use of any assistive devices that clients use.*
- 4. Provide accessible notices and written material to our clients and consumers and to our community partners.**
 - *Upon request, provide invoices and notices in alternative formats.*
- 5. Provide alternative format texts**
 - *Through the Resource Library Services 905-451-2123 or enquire via email to info@cmhapeel.ca*
- 6. Allow persons with a disability who are accompanied by a service animal to enter the agency and any of its programs and locations where the public has access, provided the animal is not otherwise excluded by law.**



- *The person with the disability must keep the service animal with them, and is responsible for controlling the animal at all times while visiting CMHA/Peel premises.*
- *Ensure that staff, volunteers and others who are dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.*
- *In the event an agency staff member is allergic to the service animal, alternative arrangements agreeable to the disabled person will be made.*

7. Allow persons with a disability to be accompanied by a support person and have access to that support person at all times while on our premises.

- *To protect the health and safety of the person with a disability and others on the premises, CMHA/Peel may appoint a support person to accompany the person with a disability if they don't have their own support person.*
- *Obtain consent from the person with a disability in the presence of a support person is necessary when communicating private issues related to the person with a disability.*
- *No fees are charged of any kind to support persons entering the premises who accompany a person with a disability.*

8. Make reasonable efforts to provide customers with notice in the event of a disruption in the provision of facilities or services used by people with disabilities.

- *Notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.*
- *Provide clearly laid out signs and written notices that are of a size that is easily readable. The notice will be placed at all public entrances to CMHA/Peel's programs and locations.*
- *If the disruption is due to an emergency, CMHA/Peel may be unable to give adequate notice.*

9. Provide training, as required by Accessibility Standards for Customer Service, to all employees and volunteers who deal with the public or other third parties on their behalf.

- *New employees will receive this training as part of their orientation, and on a continuing basis as required.*
- *A record of training received by CMHA/Peel staff will be kept by the Human Resources Manager.*
- *Staff will be informed on an ongoing basis when changes are made to these policies, practices and procedures.*

Training will include the following:



- *The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;*
- *The requirements of the Accessibility Standards for Customer Service*
- *CMHA/Peel's policies, procedures and guidelines pertaining to the provision of information and services to persons with disabilities;*
- *How to interact and communicate with people with various kinds of disabilities;*
- *How to provide assistance to people with disabilities who are accompanied by a support person, use an assistive device or use an accompanying service animal.*
- *How to use assistive devices available on the premises, or any other devices that may help with the provision of information or services to people with disabilities;*
- *What steps to take if a person with a disability is having difficulty in accessing CMHA/Peel's information and services.*

10. All Policies and Procedures related to Accessibility will be available on CMHA/Peel's web site and at each of our locations and can be provided to the public upon request.

11. Gather feedback and comments about the agency's delivery of information and services to persons with disabilities.

- *Feedback regarding the way CMHA/Peel provides information and services to persons with disabilities can be forwarded by email, mail or feedback form.*
- *CMHA/Peel will follow up on any complaints, comments and/or suggestions,, regarding accessibility to our services, on an individual basis, as required*
- *A feedback form will be provided for the convenience of all clients, accessible at the CMHA/Peel website at www.cmhapeel.ca. Forms are also available at any of CMHA/Peel's programs or locations.*
- *Feedback can be forwarded to the Chief Executive Officer at the following location:*

CMHA/Peel Branch
Attention: Office of the CEO
The Community Door – Brampton
7700 Hurontario Street, Unit 601,
Brampton, ON L6Y 4M3



DEFINITION OF “DISABILITY”

- (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 co-ordination, 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, 1997; (“handicap”).

Related Legislation: Accessibility for Ontarians with Disabilities Act (2005)

**Supporting Documents: Client Feedback Form
Accessibility Feedback Record**

APPLIES TO:

All	x	Students	Volunteers	Human Resources	Finance & Operations
ACT		ATR Case Management	ATR Employment	ATR Housing	Central Intake
Clubhouse		CSSN	Concurrent Disorders	Fact Peel +	MHJS Court Support
MHJS Housing		MHJS Release from Custody	Outreach	Resource Centre	Youth Net