

**Accessibility for Ontarians with Disabilities Act,  
 CUSTOMER SERVICE STANDARD**

Issued to:	All Employees of Local 183	Effective:	February 28, 2011
		Page:	1 of 8
Issued by:	Executive Board	Dated	Amended August 27, 2019

**Purpose**

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with disabilities.

The purpose of the Customer Service Standard (the “CSS”) is to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities and that persons with disabilities are given an equal opportunity to obtain, use and benefit from the goods and services.

LiUNA Local 183 (“the Union”) is committed to providing an equal opportunity to all of our members, or other members of the public, seeking to access Local 183 goods and services. The objective of this policy is to ensure we meet the requirements of the AODA and promote its underlying core principles.

**Scope**

This policy applies to the provision of goods and services at premises owned and operated by the Union and all employees, contractors, agents and volunteers, who work on behalf of the Union and deal with members of the public or other third parties (“customers”) are expected to conduct themselves in accordance with this policy



## Accessibility for Ontarians with Disabilities Act, CUSTOMER SERVICE STANDARD

### Definitions

**Assistive Device:** Any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living. This can include a wheelchair, screen reader, listening device or cane.

**Disability:** the term disability as defined by the AODA and the *Ontario Human Rights Code*, 1990 refers to:

- (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 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;
- (b) A condition of mental impairment or developmental disability;
- (c) A learning disability, or 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.

**Guide Dog:** is a highly-trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Persons' Rights Act*, 1990 to provide mobility, safety and increased independence for people who are blind.

**Service Animal:** An animal is a "service animal" for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.



## Accessibility for Ontarians with Disabilities Act, CUSTOMER SERVICE STANDARD

**Support Person:** An individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.

### Core Principles

The Union will make every effort to ensure that this policy and related practices and procedures are consistent with the following four core principles:

**Dignity:** Persons with disabilities must be treated as valued customers as deserving of service as any other customer.

**Equality of Opportunity:** Persons with disabilities should be given an equal opportunity to obtain, use and benefit from the Union's goods and services.

**Integration:** Wherever possible, persons with disabilities should benefit from the Union's goods and services in the same place and in the same or in a similar manner as any other customer. In circumstances where integration does not serve the needs of persons with disabilities, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

**Independence:** Goods and services must be provided in a way that respects the independence of persons with disabilities. To this end, the Union will always be willing to assist persons with disabilities but will not do so without express permission.

### Implementation

The Union is responsible for:

- Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with disabilities.



## **Accessibility for Ontarians with Disabilities Act, CUSTOMER SERVICE STANDARD**

- Developing and implementing an accessibility training program as required under the AODA.
- Developing a feedback procedure as required under the AODA.
- Filing Accessibility Reports as required under the AODA.

### **Providing Goods and Services to Persons with Disabilities**

#### **Communication**

The Union strives to communicate with persons with disabilities in a manner that takes into account the person's disability. Communication strategies are set out in the Union's accessibility training program.

#### **Assistive Devices**

Persons with disabilities are permitted to use their own assistive devices, while on premises owned and operated by the Union, for the purposes of obtaining, using or benefiting from the Union's goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an assistive device on the Union's premises, the Union will use its best effort to remove that barrier. If the Union is not able to remove the barrier, we will ask the individual with the disability how he/she can be accommodated, what alternative measures would

enable equal access to the Union's goods and services and the Union will then use its best effort to provide the individual with alternative means of assistance. This does not require the Union to grant the individual their preferred method of accommodation.

Employees will receive training on the various types of assistive devices that may be used by persons with disabilities while accessing the Union's goods and services.

#### **Accessibility to the Union's Premises**

The Union has equipped its facilities with the following services/modifications in order to provide persons with disabilities with an equal opportunity to obtain, use and benefit from the Union's goods and services:



## **Accessibility for Ontarians with Disabilities Act, CUSTOMER SERVICE STANDARD**

- Elevators (with sound and lights)
- An accessible entrance
- Wide doorways

Employees will receive training on how to use these services in order to ensure that all persons with disabilities are provided with sufficient accommodation.

### **Guide Dogs and Service Animals**

Persons with disabilities that are accompanied by a guide dog or service animal will be allowed to access the Union's premises that are open to the public and keep the animal with him or her unless otherwise excluded by law. If a guide dog or service animal must be excluded from the premises, the Union will provide the individual with the reasons for the exclusion and explore alternative ways to meet the individual's needs.

If it is not readily apparent that the animal is a service animal, the Union may request a letter from a qualified health professional confirming that the person requires the animal for reasons relating to his/her disability.

Employees will receive training on how to interact with persons with disabilities accompanied by a guide dog or service animal.

### **Support Persons**

Persons with disabilities may enter premises owned and/or operated by the Union with a support person and have unobstructed access to the support person while on Local 183 premises.

The Union may require persons with disabilities to be accompanied by a support person where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

Employees will receive training on how to interact with persons with disabilities who are accompanied by a support person.



## **Accessibility for Ontarians with Disabilities Act, CUSTOMER SERVICE STANDARD**

### **Notice of Temporary Disruptions**

The Union will notify customers if there is a planned or unexpected disruption of facilities or services typically used by persons with disabilities in order to access the Union's goods and services. The notice will be posted at the entrance of the affected premises and on the Union's website.

The notice will include the following information:

- The facility or service that is unavailable
- The anticipated duration of the disruption
- The reason for the disruption
- Alternative facilities or services, if available.

### **Training and Records**

The Union will provide training as required under the AODA, to all persons to whom this policy applies as well as to the individuals charged with developing this policy and related procedures and practices.

### **Content of Training**

Training will include:

- A review of the purpose of the AODA and requirements of the CSS
- A review of this policy
- How to interact and communicate with persons with various types of both visible and non- visible disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or support person
- How to use equipment and/or devices made available on the Union's premises to assist persons with disabilities with obtaining, using or benefiting from the Union's goods and services
- What to do if a person with a disability is having difficulty accessing the Union's premises and/or goods and services



## **Accessibility for Ontarians with Disabilities Act, CUSTOMER SERVICE STANDARD**

The training will be provided to all employees to whom this policy applies as soon as practicable after he or she is assigned the applicable duties and training will be provided on an ongoing basis in accordance with changes to this policy and its related practices and procedures.

### **Documenting Training**

Records of the training provided, including the dates on which the training is provided and the number of individuals who attended the training will be maintained in accordance the requirements of the CSS.

### **Feedback Procedure – Receiving Feedback**

The Union welcomes and appreciates feedback regarding this policy and its implementation. Feedback can be provided in the following ways:

- In person at Information Centre / Member Services
- By telephone at: 416-241-1183
- In writing: 1263 Wilson Avenue, Toronto, ON M3M 3G3 attn: Graham Williamson, General Counsel
- Via email: [info@liuna183.ca](mailto:info@liuna183.ca)

The Union will respond to feedback within five (5) business days of receipt of the feedback.

### **Documentation to be Made Available**

This policy is made available to any member of the public upon request. This Policy will also be posted on the Union's website and in a conspicuous place in the workplace.

### **Format of Documents**

The Union will provide documents, or the information contained in documents, required to be provided under CSS, to persons with disabilities in a format that takes into account the person's disability.



## **Accessibility for Ontarians with Disabilities Act, CUSTOMER SERVICE STANDARD**

### **Workplace Emergency Response Information**

In addition to providing customers with disabilities with full accessibility to goods and services at all times in a way that respects their dignity and independence, the Union is also committed to providing employees with disabilities with the same opportunities as other employees. With this in mind, the Company will provide individualized workplace emergency response information to all employees with a visible or non-visible disability, if the individual so requires. This information can also be provided to the employee who is designated to assist the employee with disabilities.