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**POLICY**

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Finlandia Village shall follow the principles of dignity, independence, integration and equal opportunity.

**OBJECTIVE**

To ensure that our facilities are welcoming, accessible and as barrier-free as possible to all those who live, work or visit Finlandia Village and to ensure that the organization meets all legislative requirements related to Accessibility.

**DEFINITIONS**

Accessibility:

- The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

Barrier: The term barrier as defined by Ontario Regulation 429/07 & 191/11 and the Ontarians with Disabilities Act, 2005 refers to:

- Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational barrier or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

Disability: The term disability as defined by Ontario Regulation 429/07 & 191/11 and the Ontarians with Disabilities Act, 2005 refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by
- bodily injury, birth defect or illness (i.e., diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness/visual impediment, deafness/hearing impediment, muteness/speech impediment or physical reliance on a guide dog/other animal or on a wheelchair/other medical appliance/device;
- A condition of mental impairment or a developmental disability;
- A learning disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;



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- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety & Insurance Act, 1997.

Assistive Device:

- A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Guide Dog:

- 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*, 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:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Service Dog: As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person:

- A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.



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## GUIDELINES

In accordance with the Customer Service Standards, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- Finlandia Village will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:
  - Ensuring that all customers receive the same value and quality;
  - Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
  - Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
  - Taking into account individual needs when providing goods and services; and
  - Communicating in a manner that takes into account the customer's disability.

### **The Use of Assistive Devices**

#### Customer's Own Assistive Device(s)

- Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Finlandia Village.
- In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

#### Assistive Devices Provided By Finlandia Village

- The following assistive devices are available on a first come, first serve basis and upon request, to assist customers in accessing our goods and services:
  - Walkers
  - Wheelchairs
  - Portering Wheelchairs

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

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.



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### Food Service Areas

- A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.
- Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

### Exclusion Guidelines

- If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Finlandia Village will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

### Applicable Laws

- *Food Safety and Quality Act 2001, Ontario Regulation 31/05*: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.
- The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.
- *Dog Owners' Liability Act, Ontario*: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

### Recognizing a Guide Dog, Service Dog and/or Service Animal:

- If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Finlandia Village may request verification from the customer.

### Care and Control of the Animal:

- The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

## Finlandia Village



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### Allergies

- If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Finlandia Village will make all reasonable efforts to meet the needs of all individuals.
- The use of support persons
- If a customer with a disability is accompanied by a support person, Finlandia Village will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.
- There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Finlandia Village will make every reasonable attempt to resolve the issue.
- In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

### Admission Fees

- Where Finlandia Village requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, Finlandia Village will not charge the support persons any fees or fares.

### **Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Finlandia Village. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Finlandia Village's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

- In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:
- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

### Notification Options

- When disruptions occur Finlandia Village will provide notice by:
- Posting notices in conspicuous places including at the point of disruption, at the main



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entrance and the nearest accessible entrance to the service disruption and/or on our website;

- Contacting customers with appointments;
- Verbally notifying customers when they are making a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.
- Customer Feedback
- Finlandia Village shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on our website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

#### Submitting Feedback

- Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can visit our website at [www.finlandiavillage.ca](http://www.finlandiavillage.ca) to print the form or contact the Director of Human Resources directly at 705-524-3137 ext. 271 or 297.
- Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints submitted.

#### **Training**

Training will be provided to:

- Every person who is an employee of, or a volunteer with, the provider.
- Every person who participates in developing the provider's policies.
- Every other person who provides goods, services or facilities on behalf of the provider.

#### Training Provisions

- Regardless of the format, training will cover the following:
- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.



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- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Finlandia Village's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

- Finlandia Village will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors during orientation and thereafter annually. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

- Finlandia Village will keep a record of training that includes the dates training was provided and the number of employees who attended the training.
- Notice of Availability and Format of Documents
- Finlandia Village shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Finlandia Village, the Finlandia Village's website and/or any other reasonable method.

**Administration**

If you have any questions or concerns about this policy or its related procedures please contact the Director of Human Resources at 705-524-3137 ext. 271 or 297.

**Review**

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.

**ACKNOWLEDGMENT AND AGREEMENT**

I understand that if any of these conditions are breached, I may be subject to disciplinary action that may include termination of employment, volunteering, or provision of services.

Your signature indicates understanding and acceptance of the Accessibility Standard for Customer Service Policy.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_