



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Luso – Policy for Accessible Customer Service

Providing, our Services and Facilities to People with Disabilities.

Luso Canadian Charitable Society is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Luso Canadian Charitable Society understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Luso Canadian Charitable Society is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Luso Canadian Charitable Society is committed to excellence in serving our community and participants/clients, including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

1. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities. These may include but not limited to technical aids, communication devices, wheelchairs, walkers, white canes, notetaking devices, portable magnifiers, assisted listening devices, personal oxygen tanks and recording machines.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

2. Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Verbal
- Note taking
- Electronic (hand-held devices, email)

We will work with the person with a disability to determine what method of communication works for them.

3. 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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services or facilities:

- Under the Health Protection and Promotion Act, animals are not allowed in places where food is manufactured, prepared or processed and therefore would not be allowed in the kitchen preparation area. In this case, if it occurred, we would ensure other measures are available to enable the person with the disability to obtain, use or access this space.
- Where the service animal may affect the health and safety of the public, our staff or participants, Luso staff will discuss the situation with all and make every effort to meet their needs.

4. 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.

In certain cases, Luso Canadian Charitable Society might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, Luso Canadian Charitable Society will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for participants with disabilities Luso Canadian Charitable Society will notify families/ caregivers 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.

Services/Facilities include:

- Elevator
- Accessible Doors
- Accessible Washrooms
- Ramps
- Water
- Electricity

The notice will be made publicly available in the following ways

- At the affected facilities
- On Luso Canadian Charitable Society Social Media
- Up to a two-hour interruption, signage will be posted at the front doors and in close proximity to the service/facility out of order.
- Services/Facilities disruption over two hours or interruption known in advance will be posted on the website home page, staff will be notified and signage will be posted in close proximity to the service/facility.

6. Training

Luso Canadian Charitable Society will provide accessible customer service to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides services or facilities to customers on our behalf

Staff will be trained on Accessible Customer Service within one month of being hired. Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service.
- Luso Canadian Charitable Society policies related to the Customer Service Standards
- 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 services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Luso Canadian Charitable Society's services or facilities

Staff will also be trained when changes are made to our Accessible Customer Service Policies.

7. Feedback Process

Luso Canadian Charitable Society welcomes feedback on how we provide accessible customer service. Feedback will help us identify barriers and respond to concerns.

Clients who wish to provide feedback on the way Luso Canadian Charitable Society provides services or on our facilities, can provide feedback in the following way(s):

- In person
- Telephone
- In writing
- Email

These are clearly noted on our web page: www.lusoccs.org under the *Accessibility* drop down in the *About Us* tab.

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the CEO or designate
- Clients can expect to hear back in 2 days

Luso Canadian Charitable Society will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

8. Notice of Availability of Documents

Luso Canadian Charitable Society will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

Website: www.lusoccs.org

Luso Canadian Charitable Society will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

9. Modifications to this or Other Policies

Any policies of Luso Canadian Charitable Society that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.