



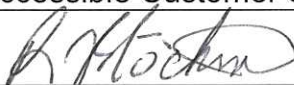
PERSONAL ATTENDANT CARE INC.

1650 DUNDAS ST. E. SUITE 200

WHITBY, ON L1N 2K8

Telephone (905) 576-5603

Fax (905) 576-8020

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DEPARTMENT		Executive
SUBJECT		Accessible Customer Service
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	
APPROVED DATE		July 2016
REVIEWED BY		Nadine Buchanan, CHRL Human Resources Manager
REVIEW DATE		New

POLICY:

Personal Attendant Care Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Personal Attendant Care Inc. understands that the 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. We are committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Personal Attendant Care Inc. is committed to excellence in serving all customers 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.

PROCEDURES

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

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 goods, services or facilities.

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Communication

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

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader

We will work with the person with a disability to determine what method of communication works for them. We will provide alternate formats on request. Contact us at mail@pacdurham.ca or call 905-576-5603; **toll free:** 1-888-433-0240 to request alternate formats.

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

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

- explain why the animal is excluded
- discuss with the client another way of providing goods, services or facilities

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.

Notice of temporary disruption

If there are service disruptions that affect access to the building or to our programs and services, we will post notices on this website and at our location of business. To find out about service disruption before you visit, call 905-576-5603; **toll free:** 1-888-433-0240.

Training

Personal Attendant Care Inc. will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service during orientation after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Personal Attendant Care Inc.'s policies related to the customer service standard
- 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
- what to do if a person with a disability is having difficulty in accessing Personal Attendant Care Inc.'s goods, services or facilities

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Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

Personal Attendant Care Inc. welcomes feedback on how we provide accessible customer service. Feedback will help us identify barriers and respond to concerns.

You may comment on how Personal Attendant Care Inc. provides service to people with disabilities by contacting us in one of the following ways:

Telephone	1-(905)-576-5603; Toll Free: 1-888-433-0240
Fax	(905)-576-8020
Mail	1650 Dundas Street E, Suite 200 Whitby, ON L1N 2K8
E-Mail	mail@pacdurham.ca

Personal Attendant Care Inc. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

We reply to all requests, comments, and complaints. If we can't respond right away, we will let the individual know when they can expect to hear from us. We will ensure that the proper people are advised.

Notice of availability of documents

Personal Attendant Care Inc. will provide information and publications 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.

Modifications to this or other policies

Any policies of Personal Attendant Care Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.