



## Accessible Customer Service Policy

**Policy:** Consistent with the Mission, Vision and Values, the North Renfrew Long-Term Care Services Inc. is committed to providing service to all customers in a manner which recognizes dignity, respect, equality and quality of life for all.

**Objective:** To ensure that all customers are served in a manner which recognizes and supports their unique needs.  
To ensure that service provided in and by the North Renfrew Long-Term Care Centre (NRLTCC) is compliant with the Accessibility for Ontarians with Disabilities Act (AODA).

### Procedure:

1. Service will be provided to all customers in a manner which recognizes their unique needs.
2. Those customers who require an assistive device to access service will be encouraged to use the assistive device; the assistive device may be provided by the customer or by Centre staff, as available.  
If the assistive device provided by the customer poses a risk to the customer or to others, then Centre staff may offer the customer an alternative device, as available and as meets the customer's needs.
3. Those customers who require a service animal to accompany them will be encouraged to attend activities at and provided by the Centre with the service animal. If the service animal is not permitted by applicable law/regulations, alternative measures will be explored to provide the customer with the desired service.  
If it is not readily apparent that the animal is a service animal, Centre staff may ask the customer for a medical certificate verifying the necessity of the service animal.  
If the service animal is a regular visitor at the Centre, consistent with other procedures, the customer may be required to provide documentation regarding the animal's vaccination status, to protect the health of the Centre customers and the Centre animals.  
The behaviour of the service animal is the responsibility of the customer at all times.

4. Those customers who require a support person to accompany them will be encouraged to attend activities at and provided by the Centre with the support person. In some situations, eg. Diner's Club, there may be a charge for the support person to accompany the customer to the activity.
5. In the event that there is a disruption to the service provided by the NRLTCC, Centre staff will make reasonable effort to provide public notice of the disruption to its customers and the public, in advance if possible. The notice will contain:
  - reason for the disruption
  - anticipated duration
  - description of alternate services, if available
  - contact information
6. Customer feedback, quality concerns and/or complaints will be encouraged, consistent with feedback mechanisms in place to evaluate and improve all services provided in and by the North Renfrew Long-Term Care Centre – see Complaints Procedure. All customers will receive feedback regarding their complaint.
7. Centre information and documents will be provided in a format that meets the unique needs of the customer.  
The Accessible Customer Service Policy and Procedure will be made available to all customers on request or on admission to NRLTCC programs. The Policy will be posted in a publicly accessible location at the Centre, as well as on the NRLTCSI website.
8. Training regarding the purpose of the AODA and the Accessible Customer Service Policy will be provided to all staff on orientation and annually. Volunteers will receive training regarding the Accessible Customer Service Policy as required, dependent on their role at the Centre.
9. Mandatory reporting of the implementation of this Policy and Procedure will be completed on the Accessibility Ontario website.
10. This Policy and Procedure will be reviewed yearly by the TQM Committee and the Board of Directors to determine the effectiveness of such. Changes will be made following recommendations from each review.

Reviewed: November 2012  
January 2014  
January 2015  
January 2016

Next review date: January 2017