

## SECTION 5 – ONTARIO GOVERNMENT DOCUMENTS

### ACCESSIBILITY FOR PERSONS WITH DISABILITIES

#### 4-H ONTARIO Accessibility for Persons with Disabilities: Customer Service Policy Employee, Volunteers & Board Members

##### POLICY OBJECTIVE

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and 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 4-H Ontario shall follow the principles of dignity, independence, integration and equal opportunity.

##### GENERAL PRINCIPLES

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

##### 1. Our Mission

“Learn to do by doing”

##### 2. Our Commitment

4-H Ontario is committed to excellence in serving all customers including people with disabilities. We will provide services, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

Diversity of accessibility: as part of our commitment to excellence, we seek to recognize and remove obstacles faced by traditionally under- represented groups in order to facilitate their access. We respect and celebrate the diversity of people who make up our community.

**Ontario 4-H employees, volunteers and Board members will be accountable for:**

### **3. Providing Goods and Services to People with Disabilities**

4-H Ontario 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

#### **3.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability by posting messages on our website, large print and on voice mail messages.

#### **3.2 Telephone Services**

We will train employees, volunteers and Board members to communicate with people with disabilities in plain language and to speak clearly provided extended length of time for messages to be accepted.

#### **3.3 Assistive Devices**

Customer's own assistive device(s):

4-H Ontario is committed to serving people with diverse disabilities who use their own assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees and volunteers ask; how can we help the persons with disabilities.

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.

We will not interfere with assistive devices unless permission from the owner/user is granted.

## 4. Use of Service Animals and Support Persons

### 4.1 Guide Dog, Service Animals or Service Dog

A customer with a disability that is accompanied by a 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.

Volunteers will welcome people with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public.

We will not interact with service animals unless permission is granted by the owner/handler.

#### **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) 4-H Ontario 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).

#### **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, 4-H Ontario may request verification from the customer.

Verification may include:

Documentation from a regulated health professional such as: psychologist, optometrist, and mental health therapist. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog or service animal training school.

#### **Care and Control of the Animal:**

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

#### **Allergies:**

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, 4-H Ontario will make all reasonable efforts to meet the needs of all individuals.

### **Applicable Laws:**

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 pitbulls) 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.

## **4.2 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 4-H Ontario might require a person with a disability to be accompanied by a support person for health or safety reasons.

Before making that decision, 4-H Ontario must:

- Consult with the person with a disability to understand their needs.
- Consider health or safety reason based on available evidence.
- Determine if there is another reasonable way to protect the health or safety of the person or others on the premises. If no, 4-H Ontario will waive any registration or event fee for the support person. This information will be posted on the 4-H Ontario website and updates will be made on registrations forms. Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

## **5. Notice of Temporary Disruption**

4-H Ontario will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. We will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible the signs and printed notices should be clearly laid out, or sufficient size and easily readable.

### ***Notifications Options:***

- Signs and printed notices will be displayed prominently at the entrance to the office.

- Notices will be posted on the 4-H Ontario website.
- Voice mail messages will be posted.
- Verbally notifying customers when they are making an appointment

## 6. Training for Staff

4-H Ontario will train all employees, volunteers and Board members on accessible customer service and how to interact with people with different disabilities. Training will be provided to 4-H Ontario employees and volunteers as part of orientation training for new employees and volunteers on a continuing basis as required. This training will be provided to employees within three (3) months of their hiring and to new volunteers within 90 days of their start as a volunteer with 4-H Ontario.

Training will include:

- Link to the Accessibility for Ontarians with Disabilities Act, 2005.  
<http://www.4-hontario.ca/uploads/userfiles/files/accessibilityforontarianswithdisabilitiesact2005.pdf>
- 4-H Ontario's accessible customer service policy.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who:
  - use Assistive device
  - require the assistance of a guide dog, service dog or other service animal;
  - require a support person.
- How to use the equipment or devices on premises, e.g. wheelchair lifts, walkers, etc.
- What to do if a person with a disability is having difficulty in accessing 4-H Ontario's goods and services.

Employees, volunteers and Board members will be updated when changes are made to the Accessible customer service policy.

## 7. Feedback Process

The ultimate goal of this policy is to meet service delivery expectations while serving customers with disabilities. 4-H Ontario welcomes feedback on our services regarding how well those expectations are being met. This feedback can be sent by e-mail to [hr@4-hontario.ca](mailto:hr@4-hontario.ca) or the 4-H Ontario website on-line form- [www.4hontario.ca](http://www.4hontario.ca). Customers can expect to hear back within five (5) business days. Complaints will be addressed according to our organization's regular complaint management procedures.

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## **DEFINITIONS**

**Assistive Device** – is 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.

**Disability** – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 physical co-ordination, 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- 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*, to provide mobility, safety and increased independence for people who are blind.

**Service Animal** – as reflected in *Ontario Regulation 429/07*, 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
- if the person provides a letter from a physician or nurse 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** – as reflected in *Ontario Regulation 429/07*, 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.

## ADMINISTRATION

If you have any questions or concerns about this policy or its related procedures please contact:

Human Resources  
4-H Ontario  
111 Main St. N, PO Box 212  
Rockwood, ON N0B 2K0

Email: [hr@4-hontario.ca](mailto:hr@4-hontario.ca)

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

### Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005  
[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)
- Accessibility Standards for Customer Service, Ontario Regulation 429/07  
[Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 | AODA](#)
- Blind Person's Rights Act, 1990  
[Blind Persons' Rights Act, R.S.O. 1990, c. B.7](#)
- Dog Owners' Liability Act, Ontario  
[Information on The Dog Owners' Liability Act and Public Safety Related to Dogs Statute Law Amendment Act, 2005 - Ministry of the Attorney General](#)
- Food Safety and Quality Act 2001, Ontario Regulation 31/05  
[Food Safety and Quality Act, 2001, S.O. 2001, c. 20](#)
- Health Protection and Promotion Act, Ontario Regulation 562  
[Health Protection and Promotion Act, R.S.O. 1990, c. H.7](#)
- Ontario Human Rights Code, 1990  
[The Ontario Human Rights Code | Ontario Human Rights Commission](#)
- 4-H Ontario Accessibility Policy  
[www.4-hontario.ca](http://www.4-hontario.ca)