



## The Basilian Fathers of Toronto Accessibility Standards for Customer Service

### Accessibility Policies for The Basilian Fathers of Toronto

The Basilian Fathers of Toronto are committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

The Basilian Fathers of Toronto are committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, and other staff members.

The Basilian Fathers are committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our services, facilities as well as publically available emergency information.

The Basilian Fathers will consult with people with disabilities to determine their information and communication needs.

The Basilian Fathers of Toronto will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

The Basilian Fathers of Toronto will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.



# The Basilian Fathers of Toronto

## Accessibility Standards for Customer Service

### Accessible Customer Service Plan

The Curial Offices at 146 Davenport Road is a 4-story building. Floors basement through 2 are used as office space and the 3<sup>rd</sup> floor is a private residence and guest suite. The building is private and not open to the public.

This policy specifically addresses the area of 146 Davenport Road that may be visited by 'customers' by appointment.

### **Providing Services to People with Disabilities**

The Basilian Fathers of Toronto are committed to excellence in serving all customers including people with disabilities. This involves ensuring access to the east wing of the building, and ensuring that our facilities are accessible.

The Basilian Fathers of Toronto are committed to meeting our current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Basilian Fathers of Toronto 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.

The Basilian Fathers of Toronto are committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

The Basilian Fathers of Toronto are 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.

### Assistive Devices

People with disabilities may use their personal assistive devices when accessing our 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.

We will ensure that our staff are 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.



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Assistive devices that are found on-site that are potentially available to the public include:

- Text-to-speech via website
- Large print materials on request

### Communication

We will communicate with people with disabilities in ways that take into account their disability.

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

### Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on our premises.

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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### 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.

We will notify customers of this by posting a notice in the following location(s):

- Basilian.org

In certain cases, The Basilian Fathers of Toronto 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, The Basilian Fathers of Toronto 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

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The Basilian Fathers of Toronto will notify customers 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:

- 146 Davenport Road

The notice will be made publicly available in the following ways:

- Basilian.org
- Notice at the rear accessible entrance of 146 Davenport Road

### Training

The Basilian Fathers of Toronto will provide accessible customer service training to:

- all employees



## The Basilian Fathers of Toronto Accessibility Standards for Customer Service

- 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 within 3 months of being hired.

Training will include:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- The Basilian Fathers of Toronto'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
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
  - Text-to-speech via website
  - Large print materials on request
- what to do if a person with a disability is having difficulty in accessing The Basilian Fathers of Toronto's goods, services or facilities

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

### Feedback Process

The Basilian Fathers of Toronto welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- basilian.org
- verbally

Customers who wish to provide feedback on the way The Basilian Fathers of Toronto provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- e-mail to [contact@basilian.org](mailto:contact@basilian.org)
- verbally inform a staff member
- We will work with the person with a disability to determine what method of communication works for them.



## The Basilian Fathers of Toronto Accessibility Standards for Customer Service

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

- Feedback will be directed to the Assistant to the Congregational Financial Officer

Customers can expect to hear back in 2 business days.

The Basilian Fathers of Toronto will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

When a complaint is received The Basilian Fathers will work within reason to find and implement a solution to the problem. This solution will be created in conjunction with the complainant.

### Notice of Availability

The Basilian Fathers of Toronto will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following way:

- Basilian.org
- Reception at 146 Davenport Road

The Basilian Fathers of Toronto 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.

### Modifications to This or Other Policies

Any policies of The Basilian Fathers of Toronto that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.