

# AODA Policy and Procedures

## Purpose

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline responsibilities of staff personnel (employees, volunteers and other third parties) on behalf of the Northern Centre for Advanced Technology Inc. (NORCAT) in providing goods, services and opportunities to people with disabilities.

## Scope

This policy applies to all staff personnel (employees, volunteers and other third parties).

## Policy

NORCAT is committed to excellence in serving all customers including people with disabilities.

Exceptions to this policy may be made in situations that pose a risk to the Health and Safety of the customer or others. These exceptions will be made with the approval of the CEO.

## Procedure

NORCAT has an expectation of providing excellent customer service to all current and potential customers from each and every employee.

### **Assistive Devices**

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

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

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, (except where prohibited by law).

### **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.

- Fees will not be charged for support persons.

### **Notice of Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, NORCAT will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted at the main doors so it is easily found.

## Training for Staff

NORCAT will provide training to employees, volunteers and others who deal with the public on their behalf.

Training will be provided during the orientation. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- NORCAT's plan 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 assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing NORCAT's goods and services.

Training records will be kept indicating the number of employees trained and the date training was provided.

## Feedback Process

NORCAT shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on NORCAT's website. Feedback forms will be available upon request as well as on NORCAT's website. All feedback is directed to Human Resources and responses will follow within five business days.