

The Canadian Institute

Accessible Customer Service Policy

OUR COMMITMENT ON ACCESSIBILITY

The Canadian Institute is committed to excellence in serving all customers including people with disabilities. We will strive at all times to provide information or service in a way that respects the dignity and independence of persons with disabilities.

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/7 under the Accessibility for Ontarians with Disabilities Act 2005.

STAFF TRAINING

Our staff (full or part-time, permanent or contractual) who deal with customers or the general public will be trained in how to provide accessible customer service and on requirements of our accessibility policy.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- An overview of the requirements of the Accessibility Standards for Customer Service Ontario Regulation 429/7;
- The Canadian Institute 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;
- If necessary, how to use equipment or services to better communicate with people with disabilities;
- What to do if a person with a disability is having difficulty in accessing our information or service;
- Staff will also be trained when changes or additions are made to our plan.

New staff will be provided such training as part of their on-boarding process.

INFORMATION AND COMMUNICATION

We will ensure that communications with our customers take into account the accessibility needs of people with disabilities. Our staff will communicate using methods that enable people with disabilities to use, receive and request our information or service with the same quality and timeliness as others. When a customer requests information in an accessible format or needs help to communicate with us, we will consult with the person to determine the appropriate format or support that will meet their needs, at no additional cost.

If we are not able to meet the person's request in a timely manner, we will provide an explanation as to why we were unable to meet their request and work with them to determine an alternate method to meet their request.

NOTICE OF TEMPORARY DISRUPTION

Service disruptions may occur due to reasons that may or may not be within our control or knowledge. In the event of a service disruption, we will take steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, The Canadian Institute website, communication via email or phone call to affected individuals. The required information necessary for any communication of a disruption may include:

- Service that is disrupted;
- Reason for the disruption;
- Anticipated duration;
- Description of alternative service or option, if any

ASSISTIVE DEVICES

We will strive to effectively serve persons with disabilities who use assistive devices, and will train our staff on the use of various assistive devices. We will ensure that any third party providing a service on our behalf (e.g. conference facility provider) meets our obligation under the customer service standard.

SERVICE ANIMALS

Persons with disabilities may bring their service animal, and able to keep their service animal with them unless the animal is expressly excluded from the premises by law. In cases where a service animal is excluded by law, we will ensure that appropriate alternative arrangements are offered to enable the person with a disability to obtain, use or benefit from our service. We will ensure that any third party providing a service on our behalf (e.g. conference facility provider) meets our obligation under the customer service standard.

SUPPORT PERSONS

If a person with a disability is accompanied by a support person, we will ensure that both persons are allowed to enter the premises together, free of charge, and that the person is not prevented from having access to the support person. We will ensure that any third party providing a service on our behalf (e.g. conference facility provider) meets our obligation under the customer service standard.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way The Canadian Institute provides information or service to people with disabilities may do so through our website, by email, telephone, mail, or by any other communication technology as required, to the Manager, Customer Service who will respond within two (2) work days. All feedback will receive a reply. Some feedback may, however, require more effort to address.

We will make best efforts to provide a response in the same format in which the feedback is received. If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

ROLES AND RESPONSABILITIES

- **Human Resources** is responsible for reviewing and updating this policy as needed.
- **Managers** are accountable for ensuring that this policy is communicated to staff and is carried out consistently. They are accountable for ensuring compliance with the Accessibility Standards.
- **Staff** are responsible for being aware of accessibility legislation, meeting these requirements in their daily work, and ensuring that accessible customer service is provided to all customers in accordance to this policy and related procedures.

REFERENCES DOCUMENTATION

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07