

# 49677.1140 Accessible Customer Service Policy

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### Approval and Periodic Review Signatures

Type	Description	Date	Version	Performed By	Notes
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Approvals and periodic reviews that occurred before this document was added to the MediaLab Document Control system may not be listed.

### Version History

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1.1	Approved and Current	Minor revision	9/23/2019	10/10/2019	Indefinite
1.0	Retired	First version in Document Control	11/12/2014	11/12/2013	10/10/2019

# Accessible Customer Service Policy

## I. POLICY

This policy acknowledges the legislative requirement for and the commitment by Medical Laboratories of Windsor (MLW) to provide high quality services that are accessible to all persons that we serve. MLW employees will ensure that accessible customer service is provided to all customers/patients in accordance to the policy and related procedure.

## II. PURPOSE

This policy is intended to fulfill the requirements set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, to establish a policy for MLW governing the provision of services to persons with disabilities.

## III. SCOPE

- i. This policy shall apply to every person who deals with members of the public or other parties on behalf of MLW and is effective January 01, 2012.
- ii. This policy shall also apply to all persons who participate in the developing MLW's policies, practices, and procedures governing the provision of services to members of the public or third parties.
- iii. Business and individuals that MLW has contracted to provide services must ensure that their employees are trained on providing accessible customer service. This includes complying with MLW's Accessible Customer Service Policy.

## IV. DEFINITIONS

### i. Assistive Device

- is a technical aid, communication device or medical aid that is used to increase, maintain, or improve the functional abilities of people with disabilities, in seeing, hearing, speaking, mobility, walking, breathing, performing manual tasks, learning, working, or self-care.

### ii. Disability

For the purpose of this policy, 'disability' is defined according to the Accessibility for Ontarians with Disabilities Act 2005 as:

- 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 a 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*; (“handicap”)

**Service Animal**

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. O.Reg. 429/07, s. 4(9).

Service animals include, but are not limited to “guide dogs”: a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*; (“chien-guide”) means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the *Blind Persons’ Rights Act*. (“chien d’aveugle”) R.S.O. 1990, c. B.7, s. 1(1).

**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 or medical needs or with access to services. (“personne de soutien”) O. Reg. 429/07, s. 4(8).

**V. RULES and REGULATIONS**

This policy is drafted in accordance with the *Accessibility Standards for Customer Service* (Ontario Regulation 429/07) and addresses the following:

- The provision of services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of services to persons with disabilities; and
- Notice of availability and format of documents.

**VI PROCEDURE**

**i. Providing services to people with disabilities**

MLW will make reasonable efforts to:

- Provide its services in a way that respects the dignity and independence of people with disabilities.
- Give people with disabilities the same opportunity to access our services and allow them to benefit from the same services, in the same place and in a similar way as other patients.
- Communicate in a manner that takes into account the person’s disability.

**ii. Assistive Devices**

Patient’s own assistive device(s)

A patient with a disability may provide their own assistive device for the purpose of obtaining, using, and benefitting from MLW's services unless otherwise prohibited by law (i.e.: health and safety reasons).

iii. **Use of service animals**

MLW is committed to welcoming patients with disabilities who are accompanied by a service animal on the parts of our premises that are open to the general public. If a guide dog or other service animal accompanies a visiting person with a disability, MLW shall ensure that the person is permitted to enter the premises with the animal and keep the animal with him or her.

**Recognizing a Service Animal**

Where an animal is not a trained guide dog and it is not readily apparent that the animal is used by the patient for reasons relating to his or her disability, MLW may request a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

**Care and Control of the Animal**

A patient with a disability who is accompanied by a service animal must maintain care and control of the animal at all times.

**Allergies**

If a customer or staff member has a severe allergy to animals, which could result in health and safety concerns, MLW shall make reasonable efforts to meet the needs of all individuals.

In general, people with allergies to animals are affected if they touch the animal, or are in very close proximity for a lengthy period of time. Some of the options to consider may be creating distance between the two individuals, eliminating in-person contact, changing the time for the service, using air purifiers, and any other measure that would allow the person to use their service animal on the premises.

iv. **Use of Support Persons**

MLW is committed to welcoming patients with disabilities who are accompanied by a support person. If a support person accompanies a visiting person with a disability, MLW shall ensure that both persons are entitled to enter the premises together and that the person with the disability is not prevented from having access to the support person while on the premises.

**When a Support Person may be required**

MLW may require a patient with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of MLW employees on the premises.

v. **Notice of Temporary Disruption**

Temporary disruptions in MLW's services and facilities may occur due to reasons that may or may not be within the company's control or knowledge. MLW will make reasonable efforts to provide prior notice of planned disruptions

if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruptions, advance notice will not be possible.

**Information to be include in notice**

MLW will make reasonable efforts to provide notice of the disruption to their patients, including:

- information about the reason for the disruption;
- its anticipated duration;
- a description of alternative facilities or services, if any, that may be available.

**Manner of notification**

When temporary disruptions occur to MLW's services or facilities, the company will provide notice by:

- posting the information in visible places, and/or
- by any other method that my be reasonable under the circumstances as soon as reasonably possible.

**vi. Training for Staff**

**Who must receive training?**

MLW will provide training to all employees including those involved in the development and approvals of customer service policies, practices, and procedure.

**Content of Training**

All training, regardless of format, will include:

- Review of the purposes of the AODA and requirements of the customer service standard;
- Instruction on how to interact and communicate with people with various disabilities;
- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on what to do if a person with a disability is having difficulty accessing services.

**When training will be conducted**

The training will be provided to each person as soon as practicable after he or she is assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies, practices, and procedures governing the provision of goods and services to persons with disabilities.

**Training Records**

MLW shall keep records of the training provided under this section, including the dates on which the training is provided and any results of any assessments performed as part of the training.

**vii. Feedback Process**

Comments on our services, regarding how well customer expectations are being met, are welcome and appreciated.

Feedback regarding the way MLW provides services to people with disabilities can be made by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, in writing, or by delivering an electronic text by email or other electronic media. Survey forms are also available at all MLW facilities for this purpose.

**viii. Notice of Availability and format of documents**

MLW shall notify persons to whom it provides services that the documents required under this regulation are available upon request and in a format that takes into account the person's disability. This notice may be given by posting the information at a conspicuous place owned and operated by MLW, or any other reasonable method.

**VII ADMINISTRATIVE RESPONSIBILITY**

**HR Manager**

- Ensures that MLW implements and updates this policy and related procedures as appropriate.
- Questions about the policy or related procedures should be directed to the HR Manager.
- Reviews this policy and related procedures annually or as required in the event of legislative changes.

**Lab Management and Supervisors**

- Ensure employees who report to them are trained on accessible customer service following standards.
- Ensure that procedures under this policy are communicated to staff and are carried out consistently.
- Ensure that feedback from the public regarding accessible customer service is addressed in accordance to the policy and related procedures.

**VIII REFERENCES**

- Ontarians with Disabilities Act, 2001
- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Human Rights Code, 1990
- Dog Owner's Liability Act, 1990
- Blind Person's Rights Act, 1990
- Ontario Regulation 562 – Health Protection and Promotion Act
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service