

Ottawa Valley Waste Recovery Centre Corporate Policies & Procedures

Policy: Integrated Accessibility Standards Policy
Subject: Employment
Date: January 6th, 2015

Policy # A-10
Coverage: All Employees
Revision Date: June 3rd, 2021

Integrated Accessibility – Customer Service Training Document

Definition of disability under the AODA is the same as the definition of disability in the Ontario Human Rights Code:

- Physical disability
- Vision and hearing
- Mental health disability
- Developmental or intellectual disability
- Learning disability
- Disabilities that come and go
- Disabilities that are non-visible

The key principals with regard to improving accessibility for people with disabilities are:

Dignity

Service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Equal Opportunity

Service is provided to a person with a disability in such a way that they have an equal opportunity to access your goods or services equal to that given to others.

Independence

When a person with a disability is allowed to do things on their own without unnecessary help or interference from others.

Integration

Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

Training Tips

Tip #1: Moving personal assistive devices

If you have permission to move a person in a wheelchair, remember to wait for and follow the person's instructions:

- Confirm that your customer is ready to move;
- Describe what you are going to do before you do it;
- Avoid uneven ground and objects that create a bumpy and unsafe ride; and
- Practice consideration and safety – don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- Do not move items or equipment, such as canes and walkers, out of your customer's reach.
- Respect your customer's personal space. Do not lean over them or on their assistive device.
- Let your customer know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.)

Tip # 2 Accessibility barriers/solutions

- Hard of Hearing: Make it standard practice to have a pen and paper on hand to communicate with people who may be deaf, deafened or have hearing loss.
- Vision Loss: Make it standard practice to describe to customers the goods or services offered if they are unable to view them.
- Developmental: Establish the practice of using plain language and avoiding technical terms.

The Ottawa Valley Waste Recovery Centre:

- Allows people to use their own personal assistive devices to access our site and services.
- Staff are required to communicate with a person with a disability in a manner that takes into account his or her disability.
- People with disabilities may be accompanied by their guide dog or service animal in areas that are open to the public.
- People with disabilities who use a support person may bring that person with them while accessing the site.
- Should facilities or services that people with disabilities rely on to access the site are temporarily disrupted (elevator breakdown) notice will be provided via the Centre's website and via signage posted in the Gatehouse.
- People with disabilities are invited to provide feedback on how we provide services to people with disabilities and any concerns or complaints will be followed up on in a timely manner and in a format that is compatible with the person's disability. (in-person (orally), by telephone, in writing or electronically (CD or USB) or e-mail)

Training

Applicable employees serving the public will complete the AODA Customer Service On-Line Training annually.