

# **POLICIES AND PROCEDURE FOR CUSTOMER SERVICE STANDARDS UNDER THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES REGULATIONS**

**December 28, 2011**

York Condominium Corporation No. 323 and its Board of Directors are committed to providing Customer Service practices and procedures in accordance with the four Principles of the Accessibility for Ontarians with Disabilities Act (AODA) and Regulations to:

- a) Protect the dignity of a person with a disability;
- b) Provide independence to a person with a disability when accessing the services provided by this condominium corporation;
- c) Provide integrated services that allow people with disabilities to fully benefit from services provided by the condominium corporation;
- d) Provide equal opportunity to have services, options and benefits as are offered to all others in the condominium corporation.

In accordance with the Customer Service Standard of the AODA, the Corporation undertakes to train their direct employees and volunteers in these requirements and will ensure that all regular workers who are contracted to perform services at the condominium have received training in this standard.

## **PROCEDURES**

Under the Human Rights Code, persons with disabilities are not required to advise the Corporation of the nature of their disability, but are required to advise the Corporation that they have a disability and require accommodation and information on what accommodation they require. Where the individual with the disability feels comfortable with providing the general nature of their disability, such as "vision", "hearing", "mobility" or "other", this information can assist the Corporation in providing services to the individual and including this information in the Emergency Assistance List in the Fire Plan of the corporation.

### **A. Communications**

- i) When communicating with a person who has a disability, the provider of the communication (Management Staff, Direct and Contract Staff, Board of Directors, or Committees) shall do so in a manner that takes into account the person's disability. Where a resident or guest to the condominium has specific requirements for alternate means communication and requests that alternate forms of communication be used, the Corporation will accommodate the disabled person with whatever means necessary to allow proper and courteous communication. This may include, but is not limited to communication in writing; by email; communication by telephone, TTY or Bell relay service; reading information to the person; or providing large font written communications. Where the Corporation is unable to supply the communication in a format that meets the person's needs, an explanation will be provided to the disabled person giving the reasons why the person's communication needs cannot be accommodated.
- ii) Wherever possible, the Corporation's internet Website and its content will be created in a way that considers how assistive devices, such as screen readers, speech and input systems and other devices, operate and how people with disabilities use them to allow the site to be accessible to people with disabilities.

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## **B. Assistive Devices**

Assistive devices such as a cane, a walker, a personal oxygen tank, a wheelchair or mobility scooter are permitted to be used in all common areas of the property. The Corporation requests that all compressed gas or oxygen be registered with the Management to properly advise the Fire Department in the event of a fire emergency.

Where assistive devices must be mounted permanently in a unit, such as a lift that must be anchored into the ceiling slab, a written application, along with detailed information concerning the mounting of the equipment, must be made to the Board of Directors. The Board of Directors will undertake to review the application and make their decision quickly and without unnecessary delay.

## **C Support Persons**

- i) A Support Person is subject to the same By-Laws and Rules of the Corporation as a resident or guest and the resident must make these documents available to the Support Person.
- ii) Support Persons and their vehicles must be registered with the Corporation. Where there are frequent changes to the support staff, the person requiring the Support Persons must advise the Corporation and provide contact information with the company or agency supplying the support staff.
- iii) Where a resident utilizes a Support Person and requires the Support Person to accompany them to events that would normally be restricted to Owners or Residents, such as General Meetings, Information Meetings and Social Events, the Support Person will be permitted to accompany the resident to the meeting or event. Where there is a charge for the event, the resident must be advised in advance of the payment, if any, required for the Support Person to attend.
- iv) Where a person utilizes a Support Person and confidential information must be discussed, the person with the disability will be asked to consent to the presence of the Support Person during the discussion.
- v) A Support Person may be requested by the Corporation to protect the health and safety of the person with the disability or the health and safety of others on the premises.

## **D. Service Animals**

Under the Human Rights Code, the person using the Service Animal is not required to provide detailed information of their disability or the nature of the service provided by the Service Animal. Where the individual with the disability feels comfortable with providing the general nature of their disability, such as "vision", "hearing", "mobility" or "other" and the nature of the service the animal provides, this information can assist the Corporation in providing services to the individual and include this information in the Emergency Assistance List in the Fire Plan of the corporation.

- i) Where a person with a disability is accompanied by a Service Animal, the Service Animal will be permitted in all areas of the premises, except where excluded by law. Such laws could include the Food Safety and Quality Act or the Health Protection and Promotion Act.
- ii) Where the Service Animal is a breed that is restricted by the province or municipality, the provisions of the Provincial or municipal law will prevail.

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- iii) The Service Animal of a resident with a disability must be registered with the Corporation. Where it is not readily apparent to an average, informed person, the Corporation will require the registration form to be signed by a medical professional.
- iii) Service Animals must comply with the following rules:
  - a) Service Animals must be under control at all times while in the building or on the common elements.
  - b) Service Animals must not urinate or defecate in the building or on the common elements, including the grounds of the Corporation. Animals must be taken off the property and all feces will be picked up in accordance with the Municipal By-laws.
  - c) Should the Service Animal have an “accident” in the building or common elements, the owner must clean it up immediately or notify the Corporation Staff for cleanup.
  - d) Service Animals must not be allowed to disturb the quiet enjoyment of the property by other residents.

## **E. Disruptions in Service**

Where there is a disruption of regular service or the requirement to perform inspections or maintenance within the suite or adjacent to the suite, the Corporation will communicate this information to each person with a disability by such means as is appropriate for each individual. These situations could include, but are not limited to:

- i) Water shut-downs or waste stack work;
- ii) Planned electrical shut-downs;
- iii) Fire Alarm testing, both monthly and annual;
- iv) Fan Coil or Heat Pump Maintenance;
- v) Window Washing causing privacy issues; and/or
- vi) Corporation inspections of exclusive use common elements, such as balconies, or of common element components in the suite, such as doors, windows, security and fire systems.

## **F. Emergency Communications**

Where a person’s disability might affect their ability to hear the fire alarm or voice communication system, or where the person with a disability may have difficulty in evacuating their suite in an emergency situation, the Corporation will discuss the needs of each person with a disability with them individually to put into place a plan to handle the emergency situation.

Once the individual emergency plan for each person with a disability has been established, the Corporation and the person with a disability will adhere to that plan in an emergency situation.

## **G. Record of Training**

The Corporation will provide written notice to each employee and volunteer on an ongoing basis when changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities occur.

The Corporation will keep records of all training, including the date of the Training and a list of those who attended the training.

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## **H. Feedback**

The Corporation will set up a feedback process to allow anyone to comment on provision of goods or services to people with disabilities. Information on the process will be made available and may be received in person, by telephone, in writing, electronically by diskette or email.

Comments or complaints concerning the Customer Service provided by this Corporation may be sent to:

York Condominium Corporation No 323

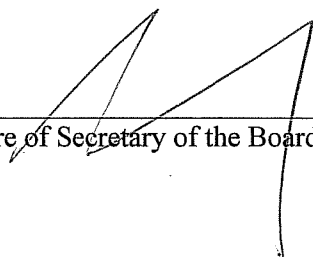
Address: 50 Quebec Ave

Phone: 416-763-6919

Fax: 416-763-2138

Email: yorkcondo323@rogers.om

Dated this 28 of December, 2011

  
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Signature of Secretary of the Board of Directors.