



AODA Customer Service Standard Policy

We at Elliot Lake Retirement Living (ELRL) are committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by following policies, procedures and practices which are based on the principles of the Customer Service Standard, under the Accessibility for Ontarians with Disabilities Act, 2005 and Ontario Regulation 429/07.

Purpose of Policy

This policy will outline ELRL's commitment to ensuring that any person that seeks our goods, services, and facilities is able to do so with dignity, independence, integration and equal opportunity.

Application of Policy

This policy will guide all employees of ELRL, Directors of ELRL Board, and contractors who provide goods and services on behalf of ELRL.

Guiding Principles

ELRL is committed to providing goods, services and facilities:

1. In a manner that respects the dignity and independence of persons with disabilities.
2. In a manner that allows for the provision of goods, services or facilities to persons with disabilities in a manner that integrates with the same provisions provided to others.
3. ELRL will ensure that persons with disabilities are given equal opportunity to use or benefit from its goods, services or facilities to that given to others.
4. ELRL will communicate with persons with disabilities in a manner that takes into account the person's disability.

Customer Service Policies

Service Animals

ELRL welcomes persons with disabilities who are accompanied by a service animal on and in all of its premises. Should the law preclude the service animal from entering any premises, ELRL will discuss alternative measures available to the person with disability to obtain, use or benefit from ELRL's goods, services and facilities.

ELRL will train employees on how to interact with customers with service animals.

Support Persons

If a person with a disability is accompanied by a Support Person, both the person with disability and Support Person will be permitted to access the premises of ELRL to enable the provision of goods, services and facilities.

Notice of Temporary Disruptions

ELRL recognizes that persons with disabilities rely on certain services and facilities provided by ELRL, and that temporary disruptions in services and facilities may occur from time to time.

ELRL shall provide the public with a written notice of a disruption of service. The notice shall include:

- The service that is or will be disrupted
- The reason for the disruption
- The anticipated duration of the disruption
- A description of alternative facilities or services, if any, available

Notice of a disruption of service will be posted as soon as practical and will be posted in a location in the property or ELRL website in a manner that will ensure the notice reaches those tenants and customers potentially affected by the disruption.

An example of a 'Notice of Temporary Disruption in Service' is attached to this policy.

Training for Staff

ELRL is committed to ensuring that all employees and contractors who interact with tenants and customers on behalf of ELRL will receive training with respect to the Accessibility for Ontarians with Disabilities Act (AODA) and instructions about the following:

- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, or other service animal or the assistance of a support person
- How to use equipment of devices available on ELRL's premises that may help with the provision of goods, services or facilities to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing the goods, services or facilities of ELRL.

- Ongoing training with respect to any changes to the policies provided herein.

All current employees of ELRL and contractors who interact with tenants and customers on behalf of ELRL will be trained as soon as is practically possible. On an ongoing basis, all new employees and contractors will be trained within 30 days of hire.

ELRL will keep records of the date, time, content of training and the number of people trained.

Feedback Process

ELRL has established the following process for receiving and responding to feedback about the manner in which ELRL provides goods, services and facilities to persons with disabilities and whether the feedback process is accessible to persons with disabilities.

- ELRL's Compliance Officer shall receive feedback from a person with a disability in a manner deemed most convenient to the person. A Customer Feedback Form is available from the Compliance Officer via in person, email, mail, phone or diskette. The form is also available on ELRL's website www.elrlinfo.com.
- Should the feedback require a response, the Compliance Officer shall respond to concerns in a timely manner and in the format requested by the person providing the feedback.
- The Customer Feedback shall be kept in strict confidence and will be used to improve customer service.

Availability of Documents

Notice of Documents

ELRL shall notify tenants and customers of the availability of this AODA Customer Service Standard Policy by placing a notice on its premises in a conspicuous location whenever possible and by placing it on ELRL's website www.elrlinfo.com.

Format of Documents

Upon request, ELRL shall provide this Policy and forms created pursuant to this policy, in a format that takes into account the disability of the person submitting the request.

Changes to Policy

ELRL is committed to regular review of this Policy to ensure compliance with AODA, Residential Tenancies Act, and Ontario Human Rights Code.

Contact Information

Any inquiries related to this Policy should be directed to our Compliance Officer:

Name: Carole Amond

Email: camond@elrl.ca

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