

Customer Service Accessibility Policy

This policy is consistent with the *Accessibility Standards for Customer Service* (Customer Service Standard) made under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Purpose and Commitment

Prism Eye Institute™ (the “Organization”) is committed to maintaining an accessible environment for persons with disabilities in the delivery of its goods and services.

The Organization will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its goods and services to persons with disabilities are consistent with the following principles:

- goods and services are provided in a way that respects the dignity and independence of persons with disabilities;
- persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients;
- persons with disabilities have opportunities equal to others to obtain, use and benefit from the Organization’s goods or services.

Application of Policy

This policy applies to the Organization services that are provided externally to the public or third parties.

The policy applies to all employees, Doctors, clinical residents, Fellows, volunteers, agents, contractors, clients, and visitors who deal with the public or other third parties that act on behalf of the organization. All areas of the Organization are accountable for providing accessibility to persons with disabilities.

This policy shall also apply to all persons who participate in the development of the organization’s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- Providing Goods and Services to Persons with Disabilities;
- The Use of Support Persons
- The Use of Guide Dogs and Service Animals
- The Use of Assistive Devices
- Notice of Temporary Disruptions
- Training of Staff
- Feedback Process

- Maintenance of Documents

Practices: Providing Goods and Services to Persons with Disabilities

The Organization is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by,

- communicating with persons with disabilities in ways that take into account their disability;
- will arrange for a Sign Language Interpreter upon request
- serving persons with disabilities who use assistive devices. The Organization will provide its staff with training on how to use the assistive devices available on the Organization's premises;
- ensuring that the persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of the Organization with the animal and to keep the animal with them, unless the animal is excluded by law from the premises;
- ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the Organization's premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented from having access to their support person while on the Organization's premises.

Procedures

The Use of Support Persons

Person with disabilities may enter the Organization's premises with a support person and have access to the support person while on the premises.

The Organization may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

The Use of Guide Dogs and Service Animals

A person with disabilities may be accompanied by a guide dog or other service animal when on the Organization's premises. In the event that service animals are excluded by law from the premises, the Organization will provide other resources or supports to enable the person with disabilities to access the services and goods offered by the Organization.

The Use of Assistive Devices

People with disabilities may use their own assistive devices as required when accessing goods or services when on the Organization's premises.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Notice of Temporary Disruptions

The Organization will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities of services, if available.

The notices will be communicated by such method as is reasonable in the circumstances.

Training of Staff

The Organization will train its staff and other individuals who provide services to the public on the Organization's behalf on the provision of its goods or services to persons with disabilities.

The training will be provided as soon as practicable after a staff commences his or her duties and will include the following topics:

- the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or support person;
- how to use or access the equipment or devices available on the Organization's premises or otherwise that may help with the provision of goods or services to persons with disabilities;
- what to do if a person with a particular type of disability is having difficulty in accessing the Organization's goods and services;
- The Organization's policies, practices and procedures relating to the customer service standard.

The Organization will provide training on an ongoing basis when changes are made to the Organization's policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Feedback Process

The Organization welcomes any feedback regarding the methods it uses to provide goods and service to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise to:

Tareal Rodari, Director of Operations
(905) 456-3937 ext. 229
7700 Hurontario Street, Brampton, Ontario L6Y 4M3
Tareal.Rodari@ prismeye.ca

Complaints may be made in writing to Tareal Rodari. Tareal or her designate will review and assess every complaint received. The Organization will take all reasonable measures to address the complaint and will communicate the Organization's management and disposition of the complaint with the complainant.

Maintenance of documents

The Organization will maintain documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. The documents will include policies, practices and procedures with respect to the following:

- use of support persons;
- use of guide dogs or service animals;
- use of assistive devices;
- the steps to be taken in connection with a temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- the feedback process.

The Organization will notify persons to whom it provides goods and services of its policies, by posting the information in a conspicuous place on the Organization's premises, on the Organization's website or by such method as is reasonable in the circumstances.

When required under this policy to give a copy of a document to a person with disabilities, the Organization will provide the document or information in a format that takes into account the person's disabilities.

Modifications to this or other policies

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered.

Any Organization policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Questions about this policy

If anyone has a question about the policy, or if the purpose of the policy is not understood, please contact:

Sandy Davies , Director of Operations
(905) 456-3937
7700 Hurontario Street, Brampton, Ontario L6Y 4M3
sandy.davies@prismeye.ca