

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 1 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

### POLICY

Villa Italia Retirement Residence is committed to excellence in serving all customers including people with disabilities and to ensure persons with disabilities are given an opportunity equal to that given to others.

### PURPOSE

This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act.

### SCOPE

This applies to all employees of Villa Italia Retirement Residence.

### RESPONSIBILITY

It is the responsibility of the Executive Director and/or the immediate department managers to ensure that all employees follow the guidelines set out in this policy.

The Executive Assistant and/or each department manager is responsible to ensure that all employees are trained under Accessibility Standards for Customer Service and this policy, practices, and procedures.

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 2 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

### DEFINITIONS

#### Assistive Device:

A tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating and lifting.

#### Disability

Disability means:

- a) 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 coordination, 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.
- b) A condition of mental impairment or a developmental disability.
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder.
- e) 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').

#### Persons with Disabilities

Individuals who have a disability as defined under the Ontario Human Rights Code, and above.

#### Service Animal

An animal used by a person with a disability for reasons relating to his or her disability. The person may provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability or it may be readily apparent.

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 3 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

### Support Person

A person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## PROCEDURES

Villa Italia Retirement Residence is committed to excellence in serving all residents and customers, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### 1. Communication

We will communicate with people with disabilities in ways that take into account their disability

We will train staff who communicate with residents and customers on how to interact and communicate with people with various types of disabilities.

### 2. Telephone Services

We are committed to providing fully accessible telephone service to our residents and customers. We will train staff to communicate with residents and customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with residents and customers by other means of communications (such as email) if telephone communication is not suitable to their communication needs or is not available.

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 4 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

### 3. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by residents or customers with disabilities while accessing our services.

### 4. Billing

We are committed to providing accessible invoices to all our residents and customers. Invoices will be provided in the following formats upon request: hard copy, large print, email, etc.

We will answer any questions residents or customers may have about the content of the invoice in person, by telephone or by email.

### 5. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

We will also ensure that staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 5 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Villa Italia Retirement Residence's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to Villa Italia Retirement Residence's premises. However, should the support person participate in an activity or function that will require payment, the support person will be notified of such fee prior to attending.

### 6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for residents and customers with disabilities, Villa Italia Retirement Residence will notify residents and customers promptly and directly through the Executive Assistant and or designate. Alternative services and assistance, if available will be arranged by the Executive Assistant and or designate. The notice will be placed at the front entrance, reception area, and in elevators.

### 7. Training for Staff

All employees who deal with the public or other third parties on their behalf, including individuals in the following positions will be trained:

- Management Positions, including Executive Director, Executive Assistant, Director of Care, Director of Marketing, Business Manager, Administrative Assistant, Food Services Manager, Maintenance Manager, Activities Coordinator, and Activities Assistant.
- RPN's

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 6 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

- Personal Support Workers
- Med-Tech's
- Reception Staff
- Housekeepers
- Dietary Aides; including Dietary Aides I, II, and III
- Cooks and Preps
- Maintenance Staff
- Volunteers

This training will be provided to staff at the time of orientation is completed, on an annual basis, and when changes are made to our Accessible Customer Service Policy and Plan.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Villa Italia Retirement Residence's accessible customer service policy and plan
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any assistive devices provided by Villa Italia Retirement Residence
- What to do if a person with a disability is having difficulty in accessing any services provided by Villa Italia Retirement Residence.

### 8. Feedback Process

Anyone who wishes to provide feedback on the way Villa Italia Retirement Residence provides services to people with disabilities can verbally discuss their concerns or send an email directly to the appropriate department manager.

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 7 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

All feedback will be directed to the Manager responsible for addressing the feedback. Upon receipt, the designated manager will investigate the matter with the appropriate personnel and provide a written response within thirty (30) days.

Complaints will be addressed according to our organization's regular complaint management procedures.

### 9. Modifications to This Policy or Other Policies

No changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Villa Italia Retirement Residence that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed.

### 10. Questions about this Policy

This policy is to help achieve service excellence to residents and customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to, the Executive Director or designate of Villa Italia Retirement Residence.

A copy of the Villa Italia Retirement Residence's policy and plan on Accessible Customer Service shall be made available to persons with a disability upon request.

The policy document will be provided in a format that takes into account the person's disability.

## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 8 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

### 11. Record Keeping

Villa Italia Retirement Residence will maintain accurate records of training delivered to our staff and volunteers and make these records available for inspection as may be required.

### 12. Annual Review

This policy will be reviewed on an annual basis.

## REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005  
 Ontario Regulations 429/07, Accessibility Standards for Customer Service  
 Accessibility Standards for Customer Service, Ontario Non-Profit Housing Association  
 Access ON, Accessibility Standard for Customer Service: Employer Handbook  
 Access ON, Accessibility Standard for Customer Service: Training Resource  
 Compliance Manual: Ontario Regulations 429/07, Accessibility Standards for Customer Service; Ministry of Community and Social Services

## RELATED POLICIES AND PROCEDURES

Training Tips for Employees - Policy # VI-HS-PP-021-1  
 Use of Assistive Devices - Policy # VI-HS-PP-021-2  
 Use of Service Animals - Policy # VI-HS-PP-021-3  
 Use of Support Persons - Policy # VI-HS-PP-021-4  
 Communicating with People with Disabilities - Policy # VI-HS-PP-021-5  
 Disruption of Services - Policy # VI-HS-PP-021-6  
 Customer Feedback and Complaints Policy - Policy # VI-HS-PP-021-7  
 Training Policy - Policy # VI-HS-PP-021-8



## VILLA ITALIA RETIREMENT RESIDENCE

<b>Department</b>	Accessibility Standards	<b>Policy #</b>	VI-HS-PP-021
<b>Section</b>	Customer Service Standard	<b>Issued</b>	12/01/11
<b>Subject</b>	<b>Customer Service Policy on Providing Goods and Services to People with Disabilities</b>	<b>Page</b>	Page 9 of 9
<b>Issued to</b>	All Employees	<b>Replaces</b>	NEW
<b>Issued by</b>	Pat Mostacci, Executive Director	<b>Dated</b>	12/01/12
	Laura DiStefano, Executive Assistant	<b>Dated</b>	

### ATTACHMENTS

Meeting the Accessible Customer Service Needs of our Residents, Applicants, Visitors and Other Members of the Public – Poster