



965 - 2nd Avenue West
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Accessibility for Ontarians with Disabilities Act (AODA)

Policy

The Agency is committed to diversity and accessibility. This Policy sets out our company values and customer service standards, as it relates to people with disabilities.

Communicating with Customers with Disabilities

We, at The Agency, will communicate in a manner that takes in to account the customer's disability. This may mean, for example, providing information in an alternate format such as large print, or it may mean sending an electronic copy of a document that can be read with a screen reader.

Providing Goods and Services to Customers with Disabilities

We, at The Agency will strive to provide goods and services in a manner that respects both the dignity and independence of each individual. Provision of our goods and services to customers with disabilities is integrated (wherever possible), with those provided to customers without disabilities. Customers with disabilities are given an opportunity, equal to that of customers without disabilities, to obtain, use or benefit from The Agency's goods and services wherever possible.

Assistive Devices

A customer with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from The Agency's goods and services. Alternatively, The Agency may offer other types of assistance, as available and suitable to the situation.

Service Animals

Customers with a disability may enter The Agency offices accompanied by a service animal, and may keep the service animal with them. If there is any question that the animal is not a service animal, the person with a disability may be required to get a letter from a medical provider, confirming the need of the animal, as relates to their disability.

Support People

Customers with a disability may enter The Agency offices accompanied by a support person, and have access to their support person while on the premises. If a potential safety hazard exists, The Agency may request that a customer with a disability be accompanied by a support person while on their premises.

Training for Customers with Disabilities

The Agency will ensure that all people, to whom this policy applies, receive training as required by the



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Accessibility Standards for Customer Service (Ontario Regulation 429/07). Training will include:

- 1) The purpose and requirements of the accessibility standards for customer service;
- 2) How to interact and communicate with customers who have various types of disabilities or who require assistive devices, service animals, or support people;
- 3) How to use assistive devices provided by The Agency, to help customers with disabilities access goods & services;
- 4) What to do if a customer with a disability is having difficulty accessing The Agency's goods and services; and instruction on The Agency's policies, procedures and practices pertaining to customers with disabilities;
- 5) Provision of Documents and Information and Communication in Accessible Formats.