

Accessibility for Ontarians with Disabilities Act (AODA)



Customer Service Policy

Statement of Commitment

The United Food and Commercial Workers, Locals 175 & 633 (Local 175) is committed to excellence in serving all members, staff and visitors, including people with disabilities. Local 175 commits to do this in a way that respects the dignity and independence of people with disabilities and allow them to access our services and benefits in the same place and similar way as other customers/members, staff and visitors.

Purpose

The purpose of this policy is to outline practices and procedures in place at Local 175 to help identify, prevent and remove barriers that impede a person's ability to access our premises, information or use our services.

Definitions

DISABILITY:

According to the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*, a "disability" is defined as:

- 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 co-ordination, 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,*

Customer Service Policy

- d) *A mental disorder, or*
- 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;*

NOTE: The definition includes disabilities of different severity, visible as well as non-visible and the effects of which may come and go. This is a broad definition and one that must be considered when educating our staff in the appropriate response to our customers/members, employees and visitors.

The *Accessibility for Ontarians with Disabilities Act, 2005* prescribes the following definitions:

BARRIER:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

ONTARIO REGULATION 429/07 - Accessibility Standards for Customer Service prescribes the following definitions:

SERVICE ANIMAL:

Means an animal that is a service animal for a person with a disability,

- a) *If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or*
 - b) *If a person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.*
- O. Reg. 429/07, s. 4(9)*

SUPPORT PERSON:

Means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. O. Reg. 429/07 s. 4(8)

ONTARIO REGULATION 191/11 – *Integrated Accessibility Standards* provides the following definition:

ASSISTIVE DEVICE:

A technical aid, communication device, or other instrument that is used to maintain or improve the abilities of people with disabilities. These devices are usually devices that are brought by individuals such as a wheelchair, walker, cane, or personal breathing device (oxygen tank) and may assist the person in moving, breathing, hearing, seeing, communicating, remembering or reading.

Training

Local 175 is committed to providing training to all elected officials, directors, coordinators, representatives, support staff and administrative staff that interact with the public, as it pertains to the provision of goods and services.

Training will include the principles of customer service which includes dignity, equity, inclusion, integration, independence and equality as well as;

- The purpose of the AODA 2005 and the customer service standard requirements;
- How to communicate and interact with people who require the use of an assistive device, service animal or support person and
- Local 175's policy, practices and procedures relating to the customer service standard.

Staff will be trained on an ongoing basis when there are changes made to the Act or these policies, practices and procedures.

Information and Communication

Local 175 is committed to communicating with people with disabilities in ways that take into account their disability. Information about our organization and its services will be provided in accessible formats upon request.

Assistive Devices

Local 175 is committed to serving people with disabilities who use *assistive devices* to use or obtain our information and services. Training will be provided to all people this policy applies to on the assistive devices that people with disabilities may use.

Use of Support Animals and Support People

Local 175 is committed to serving and welcomes people with disabilities who are accompanied by *support animals*, on the parts of our premises that are open to the public, at any of our locations. Training will be provided to all people this policy applies to, on how to interact with individuals with disabilities that are accompanied by a service animal.

Local 175 is committed to serving and welcomes people with disabilities who are accompanied by a *support person*. A support person does not have to be a paid support worker but could be any family member or friend that helps a person with a disability perform daily tasks. Any person with a disability who is accompanied by a support person shall be allowed to enter Local 175 premises that are open to the public, 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 their support person while on our premises.

Notice of Disruption of Services

Local 175 is committed to making reasonable efforts to provide customers/members, employees and visitors with advanced notice in the event of a *disruption to services* within the organization, usually used by a people with disabilities. Signs and printed notices will be prominently displayed in a conspicuous place or places where they are most likely to come to the attention of customers/members, employees and visitors. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternate facilities or services, if available. In the event of an unexpected disruption within the organization we may not be able to give advanced notice.

Feedback

Local 175 welcomes questions about this policy and feedback on the delivery of our services to people with disabilities and is committed to responding to all inquiries relating to such services in a timely manner. Anyone wishing to provide feedback in the way we provide services to people with disabilities may do so in the following way(s):

By mail: AODA Administrator
UFCW Locals 175 & 633
2200 Argentia Rd. Mississauga, On. L5N 2K7
By email: membership@ufcw175.com
By phone: (905) 821-8329; ext. 2233
By fax: (905) 821-7144

Notice of Availability

Local 175 shall notify the customers/members, employees and visitors that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format, that takes into account the person's disability. Notification will be given on Local 175's website and/or by any other reasonable method of notification.

Modification to this and or other Policies

Local 175 is committed to developing and maintaining policies and procedures that respect the dignity and independence of people with disabilities. Any Local 175 policy, practice or procedure that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Application

This policy applies to all Local 175 elected officials, directors, coordinators, representatives, administrative and support staff at the head office and all regional offices.



Shawn Haggerty

President – Local 175