

## **AODA POLICY and PROCEDURES**

**Effective Date:** January 2014

**Approved By:** Senior Vice-President

### **PURPOSE**

The purpose of this policy is to outline responsibilities of employees, interns and others who deal with the public, or other third parties, on behalf of Ontario Brain Institute (OBI) in providing goods and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

### **SCOPE**

This policy applies to all employees, interns, fellows and others who deal with the public, or other third parties on OBI's behalf.

### **POLICY**

#### ***Our commitment***

OBI strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services so that they may benefit from the same services, in the same place and in a similar way as other customers.

#### ***Providing goods and service to people with disabilities***

OBI is committed to excellence in serving all customers. This commitment is demonstrated in the areas of:

##### ***Communication***

We communicate with people with disabilities in ways that take into account their disability. We train all staff how to interact and communicate with people with various types of disabilities, by phone and in person.

##### ***Assistive devices***

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

##### ***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 all staff, interns and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every attempt will be made to ensure that any offsite event venues are compliant with OBI's commitment regarding service animals.

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 OBI's premises or offsite event venues 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 or premises operated by OBI for event purposes.

#### ***Recruitment, Assessment and Selection Processes***

OBI will notify job applicants about the availability of accommodation for persons with Disabilities in its recruitment process. OBI will also advise job applicants who are selected to participate in an assessment or selection process of available accommodations upon request. When a selected applicant requests an accommodation, OBI will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs.

#### ***Notice to Successful Applicants When making offers of employment***

OBI will notify the successful applicant of its policies for accommodating Employees with Disabilities.

### **PROCEDURE:**

#### ***Training for staff***

OBI provides training to all employees, interns and others who deal with the public or other third parties on our behalf. Training is delivered in various formats and includes the following:

- 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 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 learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty accessing OBI's goods and services.
- OBI's policies, practices and procedures relating to the customer service standard.

All staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### ***Feedback process***

Our goal is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. You may contact us using any of the below methods:

- Online through our **Customer Feedback Form**
- By e-mail at [info@braininstitute.ca](mailto:info@braininstitute.ca)
- By calling our main line at **647.847.9000**(local) or **1.866.637.6301**(toll-free)
- By mail to: **438 University Avenue, Suite 1618, Toronto, ON M5G 2K8**, or
- In-person, by arranging an appointment.

All feedback will be directed to the **Senior Vice-President** of OBI. Customers can expect to hear back within five (5) business days.

**Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All OBI policies and procedures will be developed or updated in such a manner.

**Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. Questions about this policy may be directed to the **Senior Vice-President** of OBI at [jclarkson@braininstitute.ca](mailto:jclarkson@braininstitute.ca), or by calling **647.872.1233**.

This policy is available in alternate formats upon request.