

Accessibility for Ontarians with Disabilities Act (AODA)

Accessible Customer Service Policy

Our Commitment

At Domicile, we are committed to providing excellent client service to everyone, including people with disabilities.

This commitment means that we strive to provide our services to people with disabilities in a manner that respects their dignity and independence, while at the same time gives them the same opportunity to access our services, and allows them to benefit from the same services, in the same place and in a similar way, as all other clients.

Our Policy

As part of this commitment, we have established a policy for how our services are provided to people with disabilities.

These include the following areas:

1. Assistive Devices

We are committed at Domicile to serving people with disabilities who use, or who may benefit from the use of, assistive devices – whether to access our services, or for other reasons because of their disability.

2. Communication

We recognize that people with disabilities may communicate differently because of their disability. We are committed at Domicile to communicating with clients with disabilities in ways that take the nature of their disability into account.

3. Service Animals and Support Persons

We welcome people with disabilities who use service animals. Service animals are allowed on any part of Domicile's premises that are open to the public or other third parties. Most of the time, our staff will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation when it is not readily apparent, our staff may ask for a letter from a physician or nurse confirming that the service animal is required for reasons relating to disability.

We also welcome people with disabilities who are accompanied by support persons. Domicile recognizes that some people with disabilities may have support people – e.g. paid professionals,

volunteers, family members or friends – to help them with communication, mobility, personal care or medical needs, or with accessing our services

Staff Training

Domicile provides training to all employees who deal with the public or other third parties on our behalf, and all who are involved in establishing the policies, practices and procedures for how our services are provided to people with disabilities.

Training includes the following:

- An overview of the purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of its 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 support person;
- How to use any equipment or devices available at Domicile or otherwise that may help provide our services to people with disabilities;
- What to do if a person with a disability is having difficulty accessing our services; and Domicile's policy relating to the Customer Service Standard.

We strive to have this accessible customer service training provided to new staff within 90 days of commencing employment with Domicile.