



## **Accessible Customer Service Policy**

**Policy:** Consistent with the Mission, Vision and Values, the North Renfrew Long-Term Care Services Inc. is committed to providing service to all customers in a manner which recognizes dignity, respect, equality and quality of life for all.

**Objective:** To ensure that all customers are served in a manner which recognizes and supports their unique needs.  
To ensure that service provided in and by the North Renfrew Long-Term Care Centre (NRLTCC) is compliant with the Accessibility for Ontarians with Disabilities Act (AODA).

### **Procedure:**

1. Service will be provided to all customers in a manner which recognizes their unique needs.
2. Those customers who require an assistive device to access service will be encouraged to use the assistive device; the assistive device may be provided by the customer or by Centre staff, as available.  
If the assistive device provided by the customer poses a risk to the customer or to others, then Centre staff may offer the customer an alternative device, as available and as meets the customer's needs.
3. Those customers who require a service animal to accompany them will be encouraged to attend activities at and provided by the Centre with the service animal. If the service animal is not permitted by applicable law/regulations, alternative measures will be explored to provide the customer with the desired service.  
If it is not readily apparent that the animal is a service animal, Centre staff may ask the customer for a medical certificate verifying the necessity of the service animal.  
If the service animal is a regular visitor at the Centre, consistent with other procedures, the customer may be required to provide documentation regarding the animal's vaccination status, to protect the health of the Centre customers, staff and the Centre animals.  
The behaviour of the service animal is the responsibility of the customer at all times.

4. Those customers who require a support person to accompany them will be encouraged to attend activities at and provided by the Centre with the support person. In some situations, eg. Diner's Club, there may be a charge for the support person to accompany the customer to the activity.
5. In the event that there is a disruption to the service provided by the NRLTCC, Centre staff will make reasonable effort to provide public notice of the disruption to its customers and the public, in advance if possible. The notice will contain:
  - reason for the disruption
  - anticipated duration
  - description of alternate services, if available
  - contact information
6. Customer feedback, quality concerns and/or complaints will be encouraged, consistent with feedback mechanisms in place to evaluate and improve all services provided in and by the North Renfrew Long-Term Care Centre – see Complaints Procedure. All customers will receive feedback regarding their complaint.
7. Centre information and documents will be provided in a format that meets the unique needs of the customer.  
The Accessible Customer Service Policy and Procedure will be made available to all customers on request or on admission to NRLTCC programs. The Policy will be posted in a publicly accessible location at the Centre, as well as on the NRLTCSI website.
8. Training regarding the purpose of the AODA and the Accessible Customer Service Policy will be provided to all staff on orientation and annually. Volunteers will receive training regarding the Accessible Customer Service Policy as required, dependent on their role at the Centre.
9. Mandatory reporting of the implementation of this Policy and Procedure will be completed on the Accessibility Ontario website.
10. This Policy and Procedure will be reviewed yearly by the Total Quality Management Committee and the Board of Directors to determine the effectiveness of such. Changes will be made following recommendations from each review.

Reviewed: November 2012

January 2014

January 2015

January 2016

February 2018

February 2019

January 2020

July 2021

February 2025

Next Review date: February 2026



## **North Renfrew Long-Term Care Services Inc. Multi-Year Accessibility Plan – 2024-29**

### **Statement of Commitment**

North Renfrew Long-Term Care Services Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence, enabling them to have quality of life. We believe in integration and equal opportunity. We are committed to meeting the needs of people with varying abilities, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Accessible Emergency Information**

North Renfrew Long-Term Care Services Inc. is committed to providing customers and clients with publicly available emergency information in an accessible format that meets the unique needs of the customer. We will also provide employees with varying abilities with individualized emergency response information, when necessary.

### **Training**

North Renfrew Long-Term Care Services Inc. will provide training to employees and volunteers regarding Ontario's accessibility laws and the Human Rights Code, as it relates to people with varying abilities. Training will be provided in a way that best suits the duties of employees and volunteers, including, but not limited to, on-line education, one-to-one education, large group discussion, experiential learning and use of media resources.

North Renfrew Long-Term Care Services Inc. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws and amendments as required in accordance with the Accessibility for Ontarians with Disabilities:

- The NRLTCSI Accessibility Policy will be reviewed and updated by the Total Quality Management Committee, followed by review and approval of the Policy by the Board of Directors, annually
- The NRLTCSI Accessibility Policy will be reviewed annually by all employees
- Accessibility training has been and will be included as an annual in-service requirement for all employees

## **Kiosks**

North Renfrew Long-Term Care Services Inc. has no plan to design, procure or acquire self-service kiosks, as this may not serve the needs of our customer group. All information and service is provided by staff and volunteers who strive to ensure that information and service needs are met in the manner required by each individual customer.

## **Information and Communications**

North Renfrew Long-Term Care Services Inc. is committed to meeting the communication needs of people with varying abilities. We will consult with people to determine their information and communication needs including, but not limited to, the Resident Council, clients, families and other customers.

North Renfrew Long-Term Care Services Inc. will ensure that existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Consistent with the NRLTCSI Accessibility Policy & Procedures and the Complaints Procedures, customer feedback, quality concerns and/or complaints will be encouraged in the manner that best meets the needs of the customer.

North Renfrew Long-Term Care Services Inc. will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Consistent with the NRLTCSI Accessibility Policy & Procedures, Centre information and documents will be provided in a format that meets the unique needs of the customer.

North Renfrew Long-Term Care Services Inc. will ensure to make all updated or redeveloped websites and content conform with WCAG 2.0 Level AA, by **January 1, 2021**.

## **Employment**

North Renfrew Long-Term Care Services Inc. is committed to fair and accessible employment practices, in compliance with the Employment Standards Act.

North Renfrew Long-Term Care Services Inc. will notify the public and staff that, when requested, North Renfrew Long-Term Care Services Inc. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- If the position allows and resident and client safety is ensured, notification of accommodation for varying abilities will be provided in the position posting and during the interview process

North Renfrew Long-Term Care Services Inc. will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- An individualized plan of accommodation will be developed in cooperation with the employee and other care providers attending to the employee
- In compliance with other Ontario legislation affecting the work of the organization, North Renfrew Long-Term Care Services Inc. must ensure that resident and client safety needs are met.

North Renfrew Long-Term Care Services Inc. will ensure the accessibility needs of employees with varying abilities are taken into account when North Renfrew Long-Term Care Services Inc. is using performance management, career development and redeployment processes, following the established procedure for change in position used for all employees, no matter what their abilities are.

North Renfrew Long-Term Care Services Inc. will take steps to prevent and remove other accessibility barriers when they are identified through the Total Quality Management and the Joint Occupational Health and Safety Committee, as appropriate.

## **Design of Public Spaces**

North Renfrew Long-Term Care Services Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces at the Centre include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters and waiting areas
- Elevator

North Renfrew Long-Term Care Services Inc. will strive to prevent service disruptions to the accessible parts of its public spaces.

In the event of a service disruption, North Renfrew Long-Term Care Services Inc. will make reasonable effort to provide public notice of the disruption to its customers and the public, in advance if possible. The notice will contain:

- Reason for the disruption
- Anticipated duration
- Description of alternate services, if available
- Contact information

## **For more information**

For more information on this Accessibility Plan, please contact **Shelley Yantha, Executive Director/Administrator**, at:

- Phone: 613-584-1900
- Email: [nrltc@nrltc.ca](mailto:nrltc@nrltc.ca)

Accessible formats of this document are available upon request from Administration at the North Renfrew Long-Term Care Centre.

Date developed: November 2014