

Accessibility for Ontarians with Disabilities Act, (AODA) Customer Service Policy

The Accessibility for Ontarians with Disabilities Act, 2005 (the AODA) is a provincial law that implements and enforces accessibility standards in order to achieve equity for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Alzheimer Society Toronto (AST) is committed to providing respectful care that focuses on the unique needs of the individual. Providing equitable care that respects the dignity and independence of people with disabilities is priority, and we are committed to removing all barriers that prevent people with disabilities from fully participating within our facilities, programs and services.

Assistive Devices

People with disabilities may provide their own assistive devices for the purposes of obtaining, using and benefiting from AST services.

Communication

AST will communicate with people with disabilities in ways that take into account their disability.

Service Animals

AST welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from the premises, AST will ensure that alternate means are available to enable the person with a disability to access our programs and services.

Support Persons

AST welcomes people with disabilities who are accompanied by a support person. In the event that a fee is charged in relation to a support person's attendance at a Society sponsored event, advance notice of the fee will be provided.

Notice of Temporary Disruption

AST will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in our facilities and services where we have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. AST will provide notice by posting information in visible places on our premises or on our website, or by any other method that may be reasonable under the circumstances.

Training for Staff

AST provides training to all employees, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. Training includes the following:

- An overview of the AODA and the requirements of the standard
- AST's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a particular type of disability is having difficulty accessing AST services
- How to interact with people with disabilities who use an assistive device, service animal or support person

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