

# Scouts Canada

## Customer Service Standard Policy

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### Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was passed by the Ontario legislature with the goal of creating a fully accessible Ontario by 2025.

*AODA Section 1:*

*“Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,*

- (a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and*
- (b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.”*

Scouts Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (2005)*.

### SCOPE

The Customer Service Standard details specific requirements for all organizations with one or more employees. Under the Customer Service Standard, all applicable employees, volunteers, board members, and contractors must be trained on the following areas:

1. Establish policies, practices and procedures on providing goods, services or facilities to people with disabilities.
2. Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access goods and use services and about any other measures offered by the organization (assistive devices, services, or methods) to enable them to access goods and use services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.



5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises owned or operated that are open to the public, unless the animal is excluded by another law. If the law excludes a service animal, Scouts Canada will use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services are temporarily disrupted that people with disabilities rely upon to access or use goods or services.
9. Train all staff, volunteers, contractors and any other people who interact with the public or other third parties on a number of topics as outlined in the Customer Service Standard.
10. Train all staff, volunteers, contractors and any other people who are involved in developing policies, practices, and procedures on the provision of goods or services on a number of topics as outlined in the Customer Service Standard.
11. Establish a process for people to provide feedback on how goods or services are provided to people with disabilities and how feedback and any complaints will be handled. Make the information about the feedback process readily available to the public.

Scouts Canada is committed to excellence in serving all customers including persons with disabilities.

## **DEFINITIONS**

**Disability** — the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- (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,*
- (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.*

**Guide Dog** — is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

**Service Animal** — as reflected in *Ontario Regulation 191/11*, an animal is a service animal for a person with a disability if:

- the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- if the person provides a letter from a regulated health professional listed in *Ontario Regulation 191/11* confirming that the person requires the animal for reasons relating to the disability.

**Support Person** — as reflected in *Ontario Regulation 191/11*, a 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, medical needs or with access to goods, services or facilities.

## **A. ASSISTIVE DEVICES**

Assistive technology is a term used to describe the various forms of devices such as assistive, adaptive, and rehabilitative devices used to assist persons with disabilities. These devices are used to support the needs of the individual person and specific disability by enabling them to perform tasks that they may not have been able to accomplish formerly.

Examples of assistive devices include hearing aids, speech amplification devices, white canes, wheelchairs, screen readers, etc. Ontario employers are not responsible for providing any assistive devices under the Customer Service Standard, but rather, are responsible for ensuring all employees are properly trained.

Scouts Canada will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our good and services.

## **B. COMMUNICATION**

Accessible customer service requires employees to overcome and find ways around different barriers that customers may have. Employers need to ensure that their employees are trained on how to successfully communicate with customers with disabilities to ensure accessible goods and services.

Scouts Canada employees will communicate with people with disabilities in ways that take into account their disabilities.

## **C. SERVICE ANIMALS**

With certain types of disabilities, an animal may be more of an assistive form of aid rather than a device. These service animals are trained to carry out certain tasks that help people with disabilities. There are three types of assistive animals that have been categorized by the international assistance animal community:

1. Guide Animals: Used to guide the blind
2. Hearing Animals: Used to help signal the hearing impaired
3. Service Animals: Used to do work for persons with disabilities other than blindness or deafness

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

**Exclusion Guidelines:**

If the law excludes a service animal, Scouts Canada will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

**Recognizing a Guide Dog, Service Dog and/or Service Animal:**

Scouts Canada will welcome people with disabilities and their service animals into our workplace when it is readily apparent that the animal is used by the person for reasons relating to his or her disability or, if the person provides a letter from a regulated health care professional, confirming the need for a service animal for reasons relating to a disability.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Scouts Canada may request verification from the customer. Verification may include:

- a letter from a regulated health professional confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

**Care and Control of the Animal:**

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

**Allergies:**

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Scouts Canada will make all reasonable efforts to meet the needs of all individuals.

**D. SUPPORT PERSONS**

Support persons are those that help persons with disabilities perform day-to-day tasks. Without support, the person may not be able to access the organization. All support persons should be welcomed into the workplace.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.



Scouts Canada may require a person with a disability to be accompanied by a support person when on premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. In such situations, Scouts Canada will consult with the person with a disability to understand their needs and will waive any admission fee for the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

**Admission Fees:**

If payment is required by a support person for admission to the premises, Scouts Canada will ensure that notice is given in advance by posting notice of admission fees for support persons where Scouts Canada fees are posted.

**E. NOTICE OF TEMPORARY DISRUPTION IN SERVICE**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Scouts Canada will notify customers promptly. A clearly posted notice will include information about the reasons for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted at the point of service or facility disruption.

**Notifications will include:**

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

**Notifications Options:**

When disruptions occur, Scouts Canada will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Scouts Canada website;
- contacting customers with appointments or meetings;
- verbally notifying customers when they are making a reservation, appointment or while they are at a Scouts Canada facility; or
- by any other method that maybe reasonable under the circumstances.

## F. FEEDBACK PROCESS

Scouts Canada shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on Scouts Canada's website, [www.scouts.ca](http://www.scouts.ca). Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request.

### Submitting Feedback:

Customers can submit feedback by:

- Completing the online feedback form at: [www.surveymonkey.com/s/AODA\\_Feedback](http://www.surveymonkey.com/s/AODA_Feedback)
- Completing a paper feedback form at any of Scouts Canada's Administration Centres or Scout Shop locations in Ontario; or
- Verbally providing feedback to any Scouts Canada employee.

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Scouts Canada employee.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## G. TRAINING

Scouts Canada will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf.

Our training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements for the Customer Service Standard
- How to interact with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device
- How to interact with people who use the assistance of a service animal
- How to interact with people who use a support person
- How to use any equipment or devices available at the workplace to assist with providing goods or services to persons with disabilities
- What to do if a person with a disability is having difficulty accessing our organization's goods or services

**Training Schedule:**

Scouts Canada will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

**Record of Training:**

Scouts Canada will keep a record of training that includes the dates training was provided and the number of employees or volunteers who completed the training.

**NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS**

Scouts Canada shall notify customers that the documents related to the Customer Service Standard are available upon request and in a format that takes into account the customer’s disability. Notification will be given by posting the information in a conspicuous place owned and operated by Scouts Canada, the Scouts Canada’s website and/or any other reasonable method.

**ADMINISTRATION**

If you have any questions or concerns about this policy or its related procedures please contact:

Valarie Dillon, Executive Director — Human Resources and Volunteer Services  
1345 Baseline Rd.  
Ottawa, ON, K2C 0A7  
613-224-5134 Ext. 246  
[marcom@scouts.ca](mailto:marcom@scouts.ca)

If you require an accessible format of this policy, please contact Scouts Canada using one of the three methods listed above.

**ACKNOWLEDGEMENT & AGREEMENT**

I, \_\_\_\_\_ (Employee/Volunteer Name), acknowledge that I have read and understand the Customer Service Standard Policy of Scouts Canada. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

