



The attached document has been reviewed by the Company Policy Register Manager on January 4, 2012 and the following information has been verified.

|  |  |
|--|--|
| <b>Document Title</b>                        | Customer Service Accessibility Policy  |
| <b>Document Number</b>                       | C-CO-001-AA  |
| <b>Description</b>                           | The purpose of this policy is to inform Technical Standards and Safety Authority (TSSA) employees, third-party service providers and customers of the organization's commitment to providing services that are accessible to people with disabilities in accordance with the provincial <i>Accessibility for Ontarians with Disabilities Act (AODA)-Accessibility Standard For Customer Service: Regulation 429/07</i> . |
| <b>Document Location</b>                     | L:\Policy Register\Company Policy Register\3. Communication  |
| <b>Effective Date</b>                        | January 3, 2012  |
| <b>Approval Date</b>                         | January 3, 2012  |
| <b>Review Frequency</b>                      | Periodically on an as-needed basis   |
| <b>Senior Management Team Responsibility</b> | Vice President, Administration and Customer Services   |
| <b>Approver(s)</b>                           | President & CEO  |

[Note: This Company Policy Cover Page template has been reviewed and approved by David Scriven, Corporate Secretary on January 20, 2011.]



## Purpose

The purpose of this policy is to inform Technical Standards and Safety Authority (TSSA) employees, third-party service providers and customers of the organization's commitment to providing services that are accessible to people with disabilities in accordance with the provincial *Accessibility for Ontarians with Disabilities Act (AODA)-Accessibility Standard For Customer Service: Regulation 429/07*.

## Scope

This policy encompasses the provision of services to all customers by TSSA employees or third-party service providers, such as TSSA's contact centre, who interface with the organization's customers.

## Responsibility

### TSSA Employees

All TSSA employees are responsible for:

- participating in training that satisfies the *AODA* customer service requirements;
- providing customer service in accordance with the requirements of the *AODA's Accessibility Standard For Customer Service* as written in this policy and other related policies; and
- directing any questions or requests for clarification and/or more information about this policy to the Director, Customer Services.

### Customer Service

The Customer Service Department is responsible for:

- ensuring that the third-party service providers who interface with TSSA's customers meet the training requirements of *AODA's Accessibility Standard For Customer Service*;
- developing and implementing communications with respect to planned or unplanned disruptions in services usually used by customers with disabilities;
- ensuring every reasonable effort is made to provide information in accessible formats upon request by a customer or on behalf of a customer with a disability;
- managing and responding to feedback about how TSSA provides services to customers with disabilities; and
- maintaining an awareness of the customer service related sections of *AODA* and promoting compliance within the organization.

### Human Resources

The Human Resources Department is responsible for:

- facilitating the delivery of *AODA* required training of employees.

## Definitions

**Customer** - Under the *AODA*, the term used to describe patrons, stakeholders or anyone in receipt of services. The primary recipients of TSSA's services are members of the regulated industries such as



## Customer Service Accessibility Policy

C-CO-001-AA

tradespeople, certificate holders, contractors, property owners including managers and staff, government or related agency representatives and members of the public.

**Disability** - Under the *AODA*, the definition of disability is:

- (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, 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 service animal, or in 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 *Ontario Workplace Safety and Insurance Act*.

**Service Animal** - An animal is a service animal if it is readily apparent that the animal is used by a person with a disability for reasons relating to a disability.

**Support Person** - Someone who accompanies a person with a disability in order to assist them. The assistance may include, but is not limited to, communication, mobility, personal care, medical needs or in accessing services.

**Assistive Devices and Technologies** - Devices are equipment that people with disabilities utilize to assist in their daily lives at home, work or school, etc: Such devices could be a walker, scooter, cane, magnification or specialized learning software, communication board, etc; Technologies are applications such as screen reading applications, audio recording and voice recognition which people with disabilities use to obtain information and communicate with others.

## Policy

TSSA will strive to ensure the provision of customer service in a way that reflects the following core principles as outlined in the *AODA*.

- **Dignity** - Services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence** - Accommodating a person's disability means respecting their right to do for themselves and allowing them to choose the way they wish to receive goods and services.
- **Integration** - Persons with disabilities can access all goods and services. This may require alternative formats and flexible approaches. It means inclusiveness and full participation which is a fundamental human right.
- **Equal Opportunity** - Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

## SERVICES



## Notice of Planned or Unplanned Disruption in Service and Facilities

In the event of a disruption of services or facilities usually used by customers with disabilities, TSSA is committed to taking all reasonable steps to provide notice of such disruptions in a timely manner through the appropriate information channels. The notice for the disruption will include the reasons for the disruption, anticipated duration of the interruption and a description of alternative facilities or services that may be available. TSSA will ensure that this information is made available to customers in the most accessible manner possible dependant upon the circumstances of the disruption. Notice of service or facility disruptions may be provided at the site of the disruption, on TSSA's website and/or on the telephone.

## Service Animals and Support Persons

TSSA welcomes any customer who is accompanied by service animals, including guide dogs, or support persons and will provide access to all parts of its premises that are open to customers. In the rare case that guide dogs or service animals are not allowed in an area of the premises for a reason such as health and safety, TSSA will ensure that this information is communicated to customers and that an alternative is provided for customers to obtain, use or benefit from TSSA's services. The use and safety of any service animal is the responsibility of the person with the disability.

## Assistive Devices and Technologies

TSSA welcomes customers with disabilities who require the use of assistive devices and technologies in all parts of TSSA premises that are open to customers. In the rare case that assistive devices and technologies are not allowed in an area of the premises for a reason such as health and safety, TSSA will ensure that this information is communicated to customers and that an alternative is provided for customers to obtain, use or benefit from TSSA's services. The provision, use and safety of personal assistive devices and technologies is the responsibility of the person with the disability unless otherwise indicated by TSSA.

## COMMUNICATIONS

### Communications With Persons With Disabilities

In communicating with a person who has a disability, TSSA will do so in a manner that takes into account the person's disability. Communication requirements vary from person to person and not all persons with the same disability use the same communication modalities.

### Alternative Formats

TSSA's *Customer Service Accessibility Policy* will be made available to customers and the public upon request and on TSSA's website. As required, these documents will be made available in alternate accessible formats upon request by, or on behalf of a customer with a disability.

### Feedback

As part of TSSA's commitment to provide excellent and accessible customer service, TSSA welcomes the opportunity to receive and respond to customer feedback. In order to ensure that this process is accessible, TSSA will accept feedback in the following methods:

- Telephone: 1-877-682-8772
- E-mail: [customerservices@tssa.org](mailto:customerservices@tssa.org)
- In person or in writing: 3300 Bloor Street West, 16<sup>th</sup> floor Centre Tower, Toronto, Ontario, M8X-2X4  
Attention: Director, Customer Services



TSSA will respond to any concerns or complaints about how services are provided to customers with disabilities in the format in which the feedback was received or an alternate accessible format upon customer request.

## **EMPLOYEE TRAINING**

Training is a key component of understanding how to provide excellent and accessible customer service.

To ensure that TSSA's services are accessible to customers with disabilities, all employees and third party service providers have been provided with training that includes the following information:

- review of the *Accessibility for Ontarians With Disabilities Act (AODA)*;
- how to interact and communicate with persons with various types of disabilities;
- how to interact and communicating with persons with disabilities who use assistive devices and technologies, and/or are accompanied by a support person and/or service animal; and
- what to do if a TSSA customer has difficulty accessing services due to a disability.

## **Policy Administration**

**References and related policy administration documentation:**

- **Ontario Accessibility For Ontarians With Disabilities Act (AODA) - Regulation 429/07**
- **Ontario Human Rights Code**
- **Ontario Workplace Safety and Insurance Act**
- **TSSA Health and Safety Policy**
- **TSSA Fire and Emergency Evacuation Policy**