



Accessibility Standards for Customer Service

The following policy, practices and procedures have been established by The War Amps to govern the provision of its services in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and Regulation 429/07, "*Accessibility Standards for Customer Service.*"

The War Amps ensures that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the *Accessibility Standards for Customer Service*, specifically:

- The services must be provided in a manner that respects the dignity and independence of the persons with disabilities.
- The provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from services.

Use of Assistive Devices

The War Amps recognizes that some individuals with disabilities use assistive devices in order to access services. The Association will permit these individuals to use their assistive devices to obtain, use or benefit from its services.

In addition to telephone and electronic mail service, if necessary, alternate service methods will be made available to accommodate individual needs.

Communication

When communicating with a person with a disability, The War Amps will communicate in a manner that takes into account the person's disability.

Service Animals

If the animal is legally excluded from the premises, The War Amps will provide alternative measures to enable the person to obtain, use or benefit from its services.

Support Persons

The War Amps further recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter The War Amps premises together with the support person and will not be prevented from having access to the support person while on the premises.

Disruptions to Service

In the event of a planned or unexpected disruption to The War Amps facility or services that are usually used by persons with disabilities, The War Amps will provide notice of the disruption to the public, including the reason for the disruption, its anticipated duration and a description of alternate service that may be available. Notice of such disruption will normally be via a voice mail message on the main switchboard and may also be posted on the physical premises, where appropriate in the circumstances.

Staff Training

The War Amps will provide training to its staff about the provision of services to persons with disabilities. The training will include a review of the policy, the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*, as well as the requirements of the *Accessibility Standards for Customer Service*.

The training will also include:

- How to interact and communicate with persons with various types of disabilities, including those who use assistive devices, service animals or support persons
- How to use any equipment or devices available at The War Amps that may help with the provision of services to persons with disabilities
- What to do if a person with a disability is having difficulty accessing the services of The War Amps