

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES:

POLICIES, PRACTICES AND PROCEDURES FOR ACCESSIBLE CUSTOMER SERVICE

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POLICIES, PROCEDURES AND PRACTICES

ASSISTIVE DEVICES AND ALTERNATIVE FORMATS

USE OF PERSONAL ASSISTIVE DEVICES

Individuals to whom Morneau Shepell provides services may need to do so with the use of assistive devices, such as communication aids, cognition aids, personal mobility aids and medical aids.

These assistive devices may include:

- Manual and motorized wheelchairs
- Canes, crutches and walkers
- White canes
- Hearing aids
- Magnifiers
- Oxygen tanks
- Electronic communication devices

AVAILABILITY OF ASSISTIVE DEVICES

Morneau Shepell strives to enable people with disabilities to benefit from the same quality of service as other customers.

Publically-accessible areas of Morneau Shepell's premises include the following assistive devices, as appropriate:

- Automatic door openers
- Elevator or ramp
- Handicapped bathrooms

If a particular location in which Morneau Shepell services are offered presents barriers to a particular individual, alternative arrangements will be sought to permit such person to access Morneau Shepell services at another location or in an alternative manner.

ALTERNATIVE FORMATS

Morneau Shepell recognizes that people with disabilities may use alternative methods to access information or services and will endeavor to provide services in an alternative format upon request.

An alternative format can be requested by completing an Alternative Format Request Form, a sample copy of which is included in this document. The forms are available online or on request by:

Mail: Accessibility Officer
Morneau Shepell Ltd.
895 Don Mills Rd.
Tower One, Suite 700
Toronto, Ontario M3C 1W3

Email: accessibility@morneaushepell.com

The request will be sent to the department responsible for providing the subject service. The department will endeavor to provide the requestor with the service in an alternative format that takes into account the requestor's communication needs.

Documents or services in alternative formats will be provided to the requestor within a reasonable time frame which will vary based on the time needed to process the request and the complexity of the alternative service delivery process.

SAMPLE ALTERNATIVE FORMAT REQUEST FORM

Morneau Shepell Ltd. strives to make its services available to those who may need to access those services through alternative means, including through the use of documents in alternative formats. To receive a Morneau Shepell document or service in an alternative format, please fill in the information below. Morneau Shepell may provide the document or service requested within a reasonable time frame that can vary based on the resources required to process the request and the complexity of the alternative service delivery process.

Name:	
Name of employer:	
Address:	
Telephone number:	
Email:	
Document or service requested:	
Preferred formats:	
Date of request:	

Please return this form by:

Mail: Accessibility Officer
Morneau Shepell Ltd.
895 Don Mills Rd.
Tower One, Suite 700
Toronto, Ontario M3C 1W3

Email: accessibility@morneaushepell.com

SERVICE ANIMALS AND SUPPORT PERSONS

SERVICE ANIMALS

Service animals are animals which have been trained to assist people with different kinds of disabilities to overcome barriers. A few examples of service animals include dogs used by people who are visually impaired, hearing alert animals for people who are hearing impaired, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

To be considered a service animal under the Customer Service Regulation, it must be either readily apparent (obvious by its appearance or by what it is doing) that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that the person requires the animal because of his or her disability.

Morneau Shepell will permit any person with a disability to enter its publically accessible premises with a service animal and to keep the animal with him or her, unless the animal is otherwise excluded by law.

SUPPORT PERSONS

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with using the restroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A support person may be a paid professional, a volunteer, a family member or a friend of the person with a disability. He or she does not necessarily need to have special training or qualifications.

If a person with a disability is accompanied by a support person, Morneau Shepell will permit both persons to enter its premise together. In some cases, the support person may have to agree to rules or requirements that are specific to Morneau Shepell's services.

Morneau Shepell may require that a person with a disability access its services with the participation of a support person where accessing the services without a support person would pose a significant risk to the health and safety of the person with a disability.

NOTICE OF DISRUPTION TO SERVICES

People with disabilities may rely on certain facilities, services or systems to access Morneau Shepell services. It is possible that from time to time there will be disruptions in service such as an elevator under repair, renovations that limit access to a publically-accessible area, or technology that is temporarily unavailable.

Morneau Shepell will endeavour to notify service users of disruptions to locations, technologies or methods where the disruption is likely to affect the ability of a person with disabilities to access services. Morneau Shepell recognizes that providing advanced notice of these types of disruptions will assist people with disabilities by limiting unnecessary trips or attempts to access services.

If a disruption in service is planned and expected, Morneau Shepell will endeavour to provide service users with reasonable notice. Where a disruption to service is unexpected, Morneau Shepell will provide notice of a disruption as soon as possible.

The Notice of Disruption will include the following information:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate facilities or services, if any
- Contact information

In the event of a disruption to Morneau Shepell services, the Notice of Disruption will be posed on-line at www.morneaushepell.com and www.shepellfgi.com and /or at the publically-accessible entrance to the premises or at the reception area.

It is the responsibility of the department directly affected by or responsible for the facility, technology or method that is disrupted to communicate the disruption in the most effective manner while taking into account the needs of the people directly effected by the disruption.

SAMPLE NOTICE OF DISRUPTION TO SERVICES

Morneau Shepell recognizes that providing advanced notice of disruptions to its services will assist its customers by limiting unnecessary trips or attempts to access services.

Morneau Shepell has indentified the following disruption to services:

Type of disruption	
Reason for disruption	
Anticipated duration of disruption	
Description of alternate facilities or services, if any	

Please direct any disruption-related inquiries by

Mail: Accessibility Officer
Morneau Shepell Ltd.
895 Don Mills Rd.
Tower One, Suite 700
Toronto, Ontario M3C 1W3

Email: accessibility@morneaushepell.com

TRAINING

Morneau Shepell will provide training to all employees in a client facing or policy-development role to increase awareness and encourage respect for the core principles of independence, equality, dignity, integration and equality of opportunity for people with disabilities.

CONTENT AND METHOD OF TRAINING

Morneau Shepell employees will be required to complete an interactive on-line training program which will address topics including:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with people with various types of disabilities;
- The purpose of assistive devices and how to interact and communicate with people who use them;
- The purpose of service animals and how to interact with people who use them;
- The purpose of support persons and how to interact with people who are accompanied by a support person; and
- What to do if a person with a disability is having difficulty in accessing Morneau Shepell services.

Morneau Shepell employees will also be required to read Morneau Shepell's Policies, Practices and Procedures for Accessible Customer Service document in addition to any other internal documents on accessibility at Morneau Shepell.

RECORD OF TRAINING

Morneau Shepell will keep a record of all training provided under the Accessibility for Ontarians with Disabilities Act and the Customer Service Regulation, including the dates on which the training was provided and the number of individuals who have received the training.

CLIENT FEEDBACK

Morneau Shepell aims to meet service delivery expectations for all of its clients, including those with disabilities. Our organization welcomes feedback on how client expectations are being met and uses it as an opportunity to learn and improve.

Morneau Shepell recognizes that people with disabilities may use different methods to communicate their feedback. Clients who wish to provide feedback on the way Morneau Shepell provides services to people with disabilities can do so in a variety of formats including:

By mail to: Accessibility Officer
Morneau Shepell Ltd.
895 Don Mills Rd.
Tower One, Suite 700
Toronto, Ontario M3C 1W3

By email to: accessibility@morneaushepell.com

Clients providing feedback should include the following information to allow Morneau Shepell to respond:

- Time and date of event
- Feedback concerning event
- Service being accessed
- Personnel involved
- Additional comments
- Contact information (should the person wished to be contacted)

Clients can also fill out Morneau Shepell's Client Feedback Form, a sample copy of which is enclosed and is otherwise available on-line or on request at the mail or email address listed above.

All feedback regarding the way Morneau Shepell provides services to people with disabilities will be reviewed and appropriate actions, if any, will be developed and implemented.

If the Feedback Form indicates the client wishes to be contacted, Morneau Shepell will respond either in writing, by e-mail or by telephone acknowledging the receipt of the feedback and outlining the outcome, if any, from the feedback. Morneau Shepell will endeavor to respond in a format that is accessible to the client, taking into account his or her individual needs.

[SAMPLE CLIENT FEEDBACK FORM](#)

Morneau Shepell aims to meet service delivery expectations for all of its clients, including those with disabilities. Our organization welcomes feedback on how client expectations are being met and uses it as an opportunity to learn and improve.

If the Feedback Form indicates that you wish to be contacted, Morneau Shepell will respond either in writing, by e-mail or by telephone acknowledging the receipt of the feedback and outlining the action(s) to be taken. Morneau Shepell will endeavour to respond in a format that meets your needs.

Feedback

Date and time of event:	
Feedback concerning event:	
Service being accessed:	
Personnel involved:	
Additional comments:	
Feedback submission date:	

Optional information (only to be filled in if you wish to be contacted)

Name:	
Address:	
Telephone number:	
Email:	
Preferred method of communication:	

Please return this form by

Mail: Accessibility Officer
Morneau Shepell Ltd.
895 Don Mills Rd.
Tower One, Suite 700
Toronto, Ontario M3C 1W3

Email: accessibility@morneaushepell.com

ACCESSIBILITY REPORTING

Morneau Shepell will file an accessibility report at the end of the calendar year in accordance with the Customer Service Regulation of the *Accessibility for Ontarians with Disabilities Act, 2005*.