




SUBJECT	AODA – Customer Service	POLICY #	100-52
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MANUAL SECTION	Administration Administrative	CROSS REFERENCE	
PAST REVISION		APPROVED BY 	
CURRENT REVISION	October 2011		
REVIEW DATE			

POLICY STATEMENT

Ritz Lutheran Villa is committed to being responsive to the needs of all its clients and visitors. To do this, the organization must recognize the diverse needs of all the organization's clients and visitors by striving to provide services and facilities that are accessible to all. As a provider of goods and services, Ritz Lutheran Villa is committed to ensuring its goods and services are provided in an accessible manner.

Ritz Lutheran Villa will promote accessibility through the development of policies, practices and procedures that consider people with disabilities. To do this, Ritz Lutheran Villa will make reasonable efforts to ensure the policies, practices and procedures address **dignity, independence, integration, and equal opportunity.**

PRINCIPLES

Reasonable efforts will be made to ensure the following:

- i) That goods and services are provided in a manner that respects the dignity and independence of persons with disabilities
- ii) The provision of goods and services to persons with disabilities will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- iii) Persons with disabilities will be given an equal opportunity to obtain, use and benefit from the goods and services.

DEFINITIONS

For the purpose of this policy, '**disability**' is defined according to the *Accessibility for Ontarians with Disabilities Act, 2005*, as:

- i) 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, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- ii) a condition of mental impairment of developmental disability;
- iii) learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language,
- iv) a mental disorder; or,

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- v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Work Safety and Insurance Act, 1997*.

For the purpose of this policy, a 'service animal' is defined as either:

- i) A "guide dog", as defined in of the Blind Persons Rights' Act, Section 1; or
- ii) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability,
 - a. if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or,
 - b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

For the purpose of this policy, a 'support person' is defined as:

- i) Another person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to goods or services

For the purpose of this policy, 'staff' is defined as:

- i) Employees, volunteers, agents and others, working for Ritz Lutheran Villa.

PROCEDURES AND PRACTICES

1. COMMUNICATION

- i) Communicating with people with disabilities will be conducted in ways that take into consideration their disability.
- ii) Ritz Lutheran Villa will ensure staff who communicate with customers and third parties are trained on how to interact and communicate with people with various types of disabilities.
- iii) Ritz Lutheran Villa will offer a variety of communication methods for people to access its goods and services to allow individuals to select the method most accessible to them; e.g. telephone, email, mail, in person.

2. FORMATS OF DOCUMENTS AND INFORMATION

- i) Upon request, Ritz Lutheran Villa will provide documents (e.g. forms, print materials, bills, etc.) or the information contained within the documents in formats that take into account a person's disability.
- ii) The timeframe to the conversion process of the original document will vary depending on the media chosen, the size, complexity, quality of source documents and number if documents to be converted. Documents will be returned in a timely manner with consideration of these factors.
- iii) Should Section 1 documents contain information required by the customer sooner than the conversion will be ready; the information will be communicated in a way that is accessible to the customer.

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- iv) Customers will not be charged fees for documents in alternative formats that exceed the fees charged for the document in its original state.

References: Appendix A: Request for Information and Assistance in an Alternate Format form.

3. ASSISTIVE DEVICES

- i) Ritz Lutheran Villa welcomes persons with disabilities to use their own personal assistive devices to obtain, use or benefit from services offered by the organization.
- ii) Should a person with a disability be unable to access the organization’s services through the use of their own personal assistive device, Ritz Lutheran Villa will ensure the following measures are taken:
 - a. Assess service delivery and potential service options to meet the needs of the individual; and
 - b. Identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis.
- iii) Further, the organization will ensure staff is trained on the use of assistive devices available for their customers at the location(s) in which they provide service.

References: Appendix B: Assistive Devices Instruction Manual

4. USE OF SERVICE ANIMALS AND SUPPORT PERSONS


Ritz Lutheran Villa is committed to:

- i) welcoming people with disabilities who are accompanied by a service animal
- ii) ensuring our staff and volunteers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- iii) welcoming people with disabilities who are accompanied by a support person.
- iv) Any person with a disability who is accompanied by a support person will be allowed to enter all areas of the premises with his/her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. NOTICE OF TEMPORARY DISRUPTION

- i) We ensure all service areas will provide customers with appropriate notice of the event
- ii) There will be notice of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- iii) This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

References: Appendix C: Disruption of Services

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6. TRAINING FOR STAFF

We will provide training to all employees, volunteers and others who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will be provided to all employees, volunteers and part time, seasonal and contract employees. This training will be provided as a condition of employment to all new staff and on an on-going basis for staff to ensure all staff stays current with any policy or procedural changes as it relates to the AODA.

Training may be available in accessible formats and in multiple formats. (i.e. in class sessions, presentations, brochures, etc.)

The training will include:

- i) The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- ii) How to interact and communicate with people with various types of disabilities
- iii) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- iv) How to use the assistive devices available on the premises that may assist with the provision of goods or services to people with disabilities
- v) What to do if a person with a disability is having difficulty accessing goods and services provided by the organization
- vi) Current policies, practices and procedures relating to the customer service standard

7. FEEDBACK PROCESS

The ultimate goal of this organization is to meet and surpass client/customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

- i) Feedback concerns regarding the way Ritz Lutheran Villa provides goods and services to people with disabilities can be made by contacting the CEO.
- ii) A response back to the customer that the concern has been received will be provided within 5 business days.
- iii) Acknowledgement regarding the outcome will follow within 10 business days of receiving the concern.
- iv) Comments can be provided by email, verbally, in writing or in person by setting up an appointment.

References: Appendix D: Customer Feedback form

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8. DOCUMENTATION AND REVIEW

- i) A copy of this document should be kept in electronic form and paper form for employee reference.
- ii) A copy of this document will be available to the public on the organization's website (www.ritzlutheranvilla.com), as well as available in alternative formats upon request.
- iii) Review and amendments of this document will be the responsibility of the CEO of Ritz Lutheran Villa

9. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Ritz Lutheran Villa that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the CEO of Ritz Lutheran Villa.

Request for Information & Assistance in an Alternate Format

Thank you for visiting Ritz Lutheran Villa / Mitchell and Area Community Outreach. We value all of our clients and visitors and strive to meet everyone's needs. Please complete the form below to request needed information in an alternate format.

Date of Request: _____

Name: _____

Address: _____

Phone #: _____

Document(s) requested: _____

Format needed: _____

For office use only

Date of completion: _____

Customer contacted: _____

Document: Mailed _____ Picked up _____ Delivered _____

Staff Signature: _____

Assistive Device Instruction Manual

In Reference to the Accessible Customer Service Policy

*Ritz Lutheran Villa and
Mitchell & Area Community Outreach*

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Assistive Devices Inventory **“What’s Where”**

Ritz Lutheran Villa & Mitchell and Area Community Outreach **Activity and Service Sites**

Ritz Lutheran Villa & Mitchell & Area Community Outreach

- Automatic door opener at main entrance (both exterior and interior doors), Activity
 - Space and exit at covered walkway in service area by dietary kitchen
 - Accessible washrooms
 - Accessible parking spots
 - Passenger elevator in nursing wing of the Ritz Lutheran Villa
- For information or instruction contact the CEO
at 519-348-8612 ext. 223**

Mitchell Nursing Home

- Large doors
 - Accessible washrooms
 - Accessible parking spots
- For information or instruction contact the CEO
at 519-348-8612 ext. 223**

Ritz Manor – 15 Francis Street, RR#5, Mitchell

- Automated door to enter building
 - Patio doors are accessible
 - Accessible washroom
 - Elevator access
 - Lounge area accessible
 - No visible accessible parking zones
 - Accessible doors at entrance off parking lot (automated) & north end of hall way first floor at covered walkway connecting to Ritz Lutheran Villa
 - Passenger elevator
- For information or instruction contact the CEO
at 519-348-8612 ext. 223**

Ritz Lutheran Villa Adult Day Centre

- Automated Front door access
- Automated door to enter Activity Space (Adult Day Centre)
- Accessible washroom
- Visible accessible parking zones

For information or instruction contact CEO at 519-348-8612 ext. 223

Mitchell & District Community Centre and Arena

- Automatic door opener at arena entrance
- Accessible washroom – in arena portion and can be accessed from community centre
- Accessible parking spots

For information or instruction contact the Arena 519-348-9311

Mitchell Total Fitness Centre

- No automated door to enter building
- Ramped access
- Accessible washroom
- Fitness Room accessible
- There are no visible accessible parking spaces

For information or instruction contact 519-348-4433

St. Patrick's Church in Dublin

- Automated Front Door
- Elevator access
- Accessible Washroom
- Ramp leading down to where CHAP program takes place
- Visible accessible parking zones

For information or instruction contact 519-345-2972

Wellington Terrace Apartments

- Secured front door, but it is not automated
- Wide door entry
- No elevator to the second floor

For information contact 519-271-3773 (City of Stratford-Municipal Housing)

Mitchell Friendship Centre

- Ramp access with railing
- No automated front door
- Accessible washroom
- No visible accessible parking zones

For information or instruction contact 519-348-8008

Spruce Lodge Therapeutic Pool

- Automated front door
- Accessible washroom & change room
- Lift is accessible on pool deck if needed
- Stairs into pool are wide and flat with railing to provide a comforting descend into pool
- Visible accessible parking zones

For information or instruction contact 519-271-2774 ext. 4

West Perth Library – Mitchell

- Automated door at entrance off parking lot
- Accessible washroom
- Accessible parking spots
- Large print books
- Books on tape

**For information or instruction contact West Perth
Library 519-348-9234**

Main St. United Church

- programs occur on main floor
- accessible door with wheelchair ramp on East side of the church
- passenger elevator to get to upper level of church
- accessible washroom (main floor)

**For information or instruction contact Main St. United
Church 519-348-8882**

Transportation

Mitchell & Area Mobility Bus:

Bus

- accommodates up to 14 passengers both in secured seats and wheelchairs depending upon number of wheelchair aboard
- Wheelchair lift
- 5 wheelchair locations with secure Q-strait system for each
- Extra wide passenger doors
- Grab bars
- Yellow strips at edge of steps
- Transfer chair on board
- Secure location to secure walkers

Accessible Van

- Wheelchair ramp
- 2 wheelchair locations available with secure Q-strait system for each
- Seating for escort

For information or instructions for either vehicle, contact Manager of Outreach Services or a Bus Driver 519-348-9765

Bell Relay Service

The Bell Relay Service allows us to communicate over the phone with customers who use a TTY. A TTY is a telephone system used by people who are deaf or have hearing loss. Like a telephone, TTY's use telephone lines to communicate; however, the messages are typed into a keyboard rather than spoken and received visually on a monitor or print-out rather than heard. The TTY rings using flashing lights or vibrations.

The challenge:

TTY systems cannot call regular phone system and visa versa. Therefore, organizations that do not have TTY systems cannot offer services over the phone to their customers using TTY as they would to other customers. This is in conflict with the accessible customer service principle of **equal opportunity**.

How Bell Relay Helps:

For organizations that don't have TTY systems, Bell Relay acts as the link between TTY and telephone users, providing an operator who will receive typed messages from the TTY user and read them out to telephone user and then listen to the telephone user's messages and type them to the TTY user. This service is free and does not require users be Bell customers.

How it works:

To talk to a person who is deaf through the Bell Relay Service:

- Call 1-800-855-0511 (customers who are deaf and using TTY to call us dial **711**).

- Give the operator your name, area code and telephone number.
- Give the name, area code and telephone number of the person you are calling.
- **Speak slowly** so the operator can type what you are saying.
- The operator will place the call and tell you to go ahead when the person you are calling answers.
- **Remember:** address the customer in your message, not the operator.

For more information visit:

http://www.bell.ca/specialneeds/PrsSN_SvcRelay.page

Entrances, Exits, Doorways & Washrooms of Ritz Lutheran Villa

To access Ritz Lutheran Villa, Mitchell Nursing Home and Mitchell & Area Community Outreach

Automated doors at front entrance:

The second set of double doors is magnetically locked to protect our residents. Please follow the directions below to gain entry or to leave the building.

To enter from the outside:

-Proceed through the main double doors. If you need to access the automatic feature of the door, press the button located on the pole about six feet from the door.

Push the button and outside door will open automatically.

-Once inside the small foyer, there is a large silver button on the north side below the window. Press the large accessible silver button which unlocks the next set of double doors. If you have used the automatic door feature, the second set of doors will open.

If not, once you press the silver button pull the entrance door to open.

To enter After hours:

-If it is after hours (9pm), the second set of doors will not open.

-Please press the white button on the black intercom to connect with a staff member who will unlock the door and you will then open the door and proceed through.

To exit the building using these doors:

-The first set of doors within the building is magnetically locked to protect our residents.

-To the left of the door are two keypads.

-A code must be keyed in before the magnet locks are released.

Instructions for the code for the keypad are located beside it. The code is typically the "year we are in + *(star). Once the code is keyed in correctly the red light at the top of the keypad will move from red to green which indicates the door is unlocked.

-The keypad at the top will require the door to be opened manually.

-The keypad at the bottom will activate the door to open automatically.

-The exterior doors can also be opened by pushing the black button located on the left side of the door jam.

Doorways Throughout the interior of Ritz Lutheran Villa

-Throughout the building, many doorways will have a keypad the same as at the front door of the building and a red button. One of each is located on either side of the door entry/exit.

-To use the keypads, a code must be keyed in before the magnet locks are released. Instructions for the code for the keypad are located beside it.

The code is typically the "year we are in + *(star). Once the code is keyed in correctly the red light at the top of the keypad will move from red to green which indicates the door is unlocked.

-Manually push the door open to proceed through.

-Doorways where there is a red button, push the red button and pull the door open and proceed through.

Exit of Ritz Lutheran Villa to Ritz Manor through walkway

- exit is located in the service wing of the Ritz Villa by the dietary kitchen door
- Use the keypad to exit. To use the keypads, a code must be keyed in before the magnet locks are released. Instructions for the code for the keypad are located beside it. The code is typically the "year we are in + *(star). Once the code is keyed in correctly the red light at the top of the keypad will move from red to green which indicates the door is unlocked.
- Manually push the door open to proceed through or push the accessible button located below the keypad and the door will automatically open.
- To enter the walkway, push the accessible button on the right and the door will automatically open or manually push the door open. This door is not magnetically locked.

To Enter the Ritz Lutheran Villa from the Ritz Manor through walkway

- To enter from the walkway, one can either push the accessible button on the right and the door will automatically open or manually pull the door open. This door is not magnetically locked.
 - To gain entry to the Ritz Lutheran Villa, the code will have to be keyed into the keypad.
- To use the keypads, a code must be keyed in before the magnet locks are released. Instructions for the code for the keypad are located beside it. The code is typically the "year we are in + *(star). Once the code is keyed in correctly the red light at the top of the keypad will move from red to green which indicates the door is unlocked.

-Manually open the door once the code is correctly enter and proceed through or press the accessible button on the left and the door will open automatically.

Location of Public Washrooms in the Ritz Lutheran Villa

-there are four (4) washrooms in the service wing of the building near the Multi-purpose room.

-there is one men's and one women's accessible washroom. The doors do not open automatically. Washrooms are equipped with grab bars and accessible sinks.

-there is one men's and one women's washroom that has two stalls each of which one is an accessible stall equipped with grab bars.

To enter Mitchell Nursing Home

-Parking Lot – there are accessible parking spots

-Enter the building through the main front door. It is not an automatic door.

-To gain entry to the Mitchell Nursing Home, the large green square button to the right must be pushed to release the magnetic door locks. Once it is pushed the magnetic locks are released.

-Manually push the door open to proceed through

To exit Mitchell Nursing Home using the main front door:

-The first set of doors within the building is magnetically locked to protect our residents.

-To the left of the door is a keypad.

-A code must be keyed in before the magnet locks are released.

Instructions for the code for the keypad are located beside it. The code is typically the "year we are in + *(star). Once the code is keyed in correctly the red light at the top of the keypad will move from red to green which indicates the door is unlocked.

-The keypad once moved to green with correct code entry will require the door to be opened manually.

--Manually push the door open to proceed through

Location of Public Washroom in the Mitchell Nursing Home

-there is one public washroom located across from the main administration desk. It is not an accessible washroom

Notice of Service Disruption

Please be advised of a disruption to:

Reason for disruption:

This service will be unavailable
for the period of:

Alternative facilities or services:

For more information or service
accommodation, please contact:

We apologize for the inconvenience. Thank you for your Patience.

Customer Feedback Form

Thank you for visiting the Ritz Lutheran Villa / Mitchell & Area Community Outreach. We value all of our clients, residents and visitors and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____

Did we respond to your customer service needs today?

____ YES ____ NO

Was our customer service provided to you accessible?

____ YES ____ SOMEWHAT ____ NO (please explain below)

Did you have any problems accessing our services?

____ YES ____ SOMEWHAT ____ NO (please explain below)

Please add any other comments you may have:

Contact information (optional)*: _____
