

ADR Chambers Group Accessibility for Ontarians with Disabilities (AODA)

CUSTOMER SERVICE POLICY			
Subject:	Accessibility for Ontarians with Disabilities Customer Service Policy	Effective:	June 30, 2021
Issue to:	Employees, Contractors, Volunteers, and other applicable third parties of the ADR Chambers Group	Page:	1 of 5
Issued by:	Director of Operations: Ennia Luccon	Revised:	Version 2.0

1 PURPOSE

The ADR Chambers Group of companies and associations, including ADR Chambers, Stitt Feld Handy Group, Municipal Ombuds Office, ODACC, CanDACC, ADACC, ThAlmis, ADR Chambers Adjudication Inc., aiADR, SFHH ADR Inc. Canadian Arbitration Association and Canadian Mediation Association (“ADR Chambers Group”) strives at all times to provide services that respects the dignity and independence of persons with disabilities. ADR Chambers Group is committed to giving people with disabilities the same opportunity to access and benefits from our services in the same place and in a similar way as other clients and visitors.

This AODA Customer Service Policy (the “Policy”) has been developed to address the Accessibility Standards for Customer Service O. Reg. 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (the "AODA") and applies in conjunction with and should be read together with other policies that affect the provision of services to our clients and visitors.

2 SCOPE

The Policy applies to all the ADR Chambers Group’s employees, contractors, volunteers and other identified applicable third parties.

3 AVAILABILITY

The Policy, and each of the updated versions of this Policy, will be shared with employees, volunteers and applicable third parties providing services on behalf of the ADR Chambers Group via e-mail and they will be required to acknowledge receipt and understanding of the Policy.

The Policy will be available on ADR Chambers' server in the folder called Health and Safety/AODA Policies, the Company’s Staff Information Centre on the Google Drive, and the websites of the companies and business units within the ADR Chambers Group.

4 DEFINITIONS

“Accessible formats” refers to formats that are alternative to standard print and are accessible to people with disabilities, such as large print, Braille, DVDs and audio formats.

“Communication supports” refers to methods that assist communication and access to information for people with disabilities. Examples include plain language formats, sign language, reading out loud, captioning or using written notes to communicate.

“Disability” as defined under the Ontario Human Rights Code, R.S.O. 1990, c. H. 19 is:

- 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 coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or

physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device;

- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder, or;
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“IASR” refers to the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) made under the AODA, which sets out accessibility requirements in the areas of information and communications, employment, transportation, and design of public spaces, in addition to customer service.

5 RESPONSIBILITY

The Director of Operations is responsible for:

- the implementation of this Policy;
- consultation with employees to review any differential impact of the Policy and to recognize any barriers to implementation of the Policy;
- revision and amendment of the Policy on an ongoing basis.

The Director of Operations of ADR Chambers and the Assistant & Workshop Administrator of the Stitt Field Handy Group will act as Accessibility Coordinators.

Employees, contractors, volunteers and other identified third parties that provide goods and services for ADR Chambers Group must follow all procedures as set out in this Policy.

Managers must ensure that employees work in compliance with policies and procedures.

6 PROTOCOLS

6.1 Our Commitment

We are committed to providing access to our office facilities (where applicable) and delivering excellent service at all times in a way that respects the dignity and independence of all of our clients and visitors. Our in-person accessible protocols and service standards includes the following:

Our commitment to this is demonstrated in the following areas:

Communication

We are committed to making company information and feedback processes accessible to people with disabilities. In order to achieve this:

- Information will be made available in accessible formats, on request. Alternative formats are available at no additional cost and will be provided in a timely manner. Where a fee would normally apply to a standard document (e.g., a processing fee), the cost for the accessible format will never exceed the regular cost;
- The Accessibility Coordinator will consult with the person making the request to determine the suitability of an accessible format or communication support, and will commit to delivering the format or support within a mutually agreed-upon timeframe, without delaying the process. The Integrated Accessibility Standards Regulation 191/11 under the AODA gives flexibility to the Director of Operations to determine the most appropriate accessible format or communication support, given the needs of the person making the request and the company’s ability to deliver;
- If the information cannot be provided in a suitable format, the Accessibility Coordinator will explain why the company is unable to do so and provide a summary to the client or visitor.

We will train employees who communicate with clients on how to interact and communicate with people with various types of disabilities.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or office facilities, we will provide notice to clients and visitors with disabilities. Where possible, we will post a notification on the ADR Chambers website and at all public entrances and service counters on our premises. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any alternative facilities or services available (where applicable and if available). While we cannot provide the same guarantee in temporary emergency disruption situations, every reasonable effort will be made to give adequate notice.

Training

The ADR Chambers Group provides training on the Accessibility Standards for Customer Service O. Reg. 429/07 and the Integrated Accessibility Standards Regulation 191/11 requirements to all employees and contractors, including those who work with the public or other third parties or who are involved in the development of customer service policies, practices and procedures. Training will be provided as part of the orientation process for new employees, contractors, volunteers and identified third parties. A record will be maintained of the training provided and to whom. Training will be provided on an ongoing basis to reflect changes made to our policies, practices and procedures governing the provision of services to persons with disabilities.

6.2 Procedures

The following processes should be followed, where possible, to ensure that the company is prepared to receive clients and visitors with disabilities and accommodate their needs in advance of coming to our office facility. If a person were to request in-person services from the ADR Chambers Group, our procedures and standards are as follows:

6.2.1 Communication and Assistive Devices

When an employee becomes aware of a client or visitor with a disability coming to our office facility, please contact the Director of Operations and provide the details of what equipment is needed for the client or visitor and the requests made.

Requests for documents to be provided in alternate formats (e.g., large print or Braille) should be handled directly by the meeting organizer/host. In the event that a document conversion is required which cannot be performed onsite (e.g. Braille), please contact the Director of Operations, who will make every reasonable effort to source an external provider to assist in the conversion.

With the support of the Director of Operations, the meeting organizer will make every reasonable effort to source and coordinate any requested equipment and services for clients/visitors with disabilities.

If a telephone relay service is requested for communicating with a client who may be deaf, oral deaf, deafened or hard of hearing, the Director of Operations will provide the number to the meeting organizer/host to access the service. The Relay Service number is 1-800-855-0511. When this number is called, the operator will then contact the client to begin the conversation.

Feedback submitted through any of the listed channels (in person, phone, mail, email) is received by our office and addressed accordingly. Our office will provide the following formats and communication supports, upon request:

- Digital and hard copy PDFs;
- Large print;
- Braille;
- Telephone services for deaf, oral deaf, deafened, or hard of hearing individuals (e.g. relay service);
- Verbal telephone communication;
- Summarization of documents;
- Real-time captioning;
- Reading documents aloud;
- Assistive listening devices, such as microphones;

6.2.2 Notice of Disruption

In the event of a disruption to our services or office facilities, the following steps will be taken:

- Building management will notify the Director of Operations of any disruption of service which may impact access to our office facility;
- The Director of Operations will notify the employees of the disruption and advise of an alternative route to access our office facility if one is available. The notice of disruption will also be posted on the ADR Chambers Group's respective websites;
- All employees will be advised via e-mail and the following information will be provided – where the disruption is taking place, an alternative route to our office if one is available, and information regarding length of delay (if possible).

Meeting organizers/hosts will contact the client/visitor directly and provide the details listed above.

6.2.3 Emergency Response Procedures

The ADR Chambers Group will provide existing emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, in a timely manner, on request.

6.2.4 Service Animals

The ADR Chambers Group welcomes people with disabilities accompanied by a service animal to our office facilities that are open to the public and clients. Employees who have direct contact with the public are trained on how to interact with clients and visitors accompanied by a service animal, and clients and visitors will have access to their service animal at all times while at our office.

When you become aware of a client or visitor with a disability coming to our office facility with a service animal, please notify the Director of Operations and Office Administrator at Reception. The Director of Operations will have a water bowl available for the service animal (food will not be provided) and will advise the client or visitor that the relief zone for the animal is located outside the premises of the building.

6.2.5 Support Persons

The ADR Chambers Group welcomes people with disabilities accompanied by a support person to our office facilities that are open to the public and clients, and clients and visitors will have access to their support person at all times while at our office.

When you become aware of a client or visitor with a disability coming to our office facility with a support person, please notify the Director of Operations and Office Administrator at Reception, and indicate whether the support person will be present during the meeting or will require a separate waiting area. The Office Administrator will arrange a separate waiting area if required.

If a support person is required to be present during a meeting, the meeting organizer/host will be responsible for issuing a confidentiality agreement to be signed by the support person, if deemed necessary.

6.2.6 Difficulty accessing our services

If a client or visitor is having difficulty accessing our services, please contact the Director of Operations for assistance.

6.2.7 Billing

We are committed to providing accessible invoices to all of our clients. Upon request, invoices will be provided in hard copy, large print or e-mailed. We will answer any questions clients may have about the content of the invoice in person, by telephone or by e-mail.

6.2.8 Employment

We are committed to take the steps to notify the public and staff that, when requested, The ADR Chambers Group will accommodate people with disabilities during the recruitment and assessment process and when people are hired.

The ADR Chambers Group will take steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

7 CUSTOMER SERVICE FEEDBACK

The ultimate goal of the ADR Chambers Group is to meet and surpass client expectations while serving clients or visitors with disabilities. We appreciate and welcome any feedback on how we could better meet our clients' needs and expectations regarding this policy and its implementation. Feedback regarding the way the ADR Chambers Group provides services to persons with disabilities can be made:

- In-person at: 2001 Sheppard Avenue East Suite 200, North York, ON M2J 4Z8 Office hours: 8:30 a.m. to 5:00 p.m.
- By telephone at: 1.800.856.5154
- In writing to: ADR Chambers, 2001 Sheppard Avenue East Suite 200, North York, ON M2J 4Z8, Attention: Director of Operations, Ennia Luccon
- Electronically to: reception@adr.ca

8 MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing client 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 the ADR Chambers Group that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9 QUESTIONS ABOUT THIS POLICY

This Policy exists to achieve service excellence for clients with disabilities. The Director of Operations will be responsible for answering any questions about the Policy or explaining the purpose if it is not understood. The Director of can be contacted by email at reception@adr.ca or by telephone at 416-362-8555.