

## **ACCESSIBLE CUSTOMER SERVICE POLICY**

### **1.0 Purpose**

OICR is committed to excellence and adherence to applicable legislation governing accessibility standards in provision of services to all Customers, including people with Disabilities. OICR strives at all times to provide services in a way that respects the dignity and independence of people with Disabilities.

### **2.0 Scope**

This policy applies to all individuals employed or engaged by OICR who deal with members of the public or other third parties in the provision of goods and services.

### **3.0 Definitions**

**Assistive Device:** any device designed to assist a person with a Disability, e.g., canes, wheelchairs, hearing aids, speech assistive devices, etc.

**Customer:** an individual who receives goods or services from the organization, irrespective of whether or not such goods or services are to be paid for. Customers can include third parties, consultants, vendors, interview candidates, meeting or conference attendees, representatives of other businesses and professional services, visitors and the general public.

**Disability:** any degree of physical disability, infirmity, malformation or disfigurement 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, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, condition of mental impairment, developmental disability, learning disability, dysfunction in one or more of the processes involved in understanding or using symbols or spoken language or mental disorder.<sup>1</sup>

**Staff:** any person working for OICR including employees, contractors, trainees, volunteers and students.

**Support Person:** an individual who accompanies a person with a Disability to help with communication, mobility, personal care or medical needs or with access to goods or services.

### **4.0 Policy**

#### **4.1 Communication**

---

<sup>1</sup> Accessibility for Ontarians with Disabilities Act, 2005

OICR Staff will communicate with people with Disabilities in ways that take into account their Disability.

OICR will ensure that Staff members who communicate with Customers are trained on how to interact and communicate with people with various types of Disabilities.

#### **4.2 Assistive Devices**

OICR is committed to serving people with Disabilities who use Assistive Devices to obtain, use or benefit from our goods and services.

OICR will ensure that Staff members who communicate or otherwise assist Customers are trained to become familiar with various Assistive Devices that may be used by persons with Disabilities while accessing our goods and/or services.

#### **4.3 Service Animals**

OICR is committed to welcoming people with Disabilities who are accompanied by a service animal in areas of its premises that are open to the public.

OICR will also ensure that all Staff dealing with the public are trained on how to interact with people with Disabilities who are accompanied by a service animal.

#### **4.4 Support Persons**

OICR is committed to welcoming people with Disabilities who are accompanied by a Support Person. Any person with a Disability who is accompanied by a Support Person will be allowed to enter with his or 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 in OICR offices and/or facilities.

#### **4.5 Notice of Temporary Disruption**

If necessary, OICR will provide Customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used or required by people with Disabilities. In such situations, OICR will work with its landlord (MaRS Discovery District) to ensure notice is provided as soon as possible and will include information about the reason for the disruption, its anticipated duration and a description of alternative measures.

#### **4.6 Training for Staff**

OICR will provide training to all Staff members who are likely to deal with Customers, and all those who are involved in the development of Customer service policies, practices and procedures. Managers are expected to notify Human Resources regarding training requirements for individual Staff members who may work with the public or third parties. In addition to these individuals, training will be provided to the following groups, but is not limited to:

- Reception;
- Administrative Staff;
- Communications;

- Ontario Health Study Staff who work with the public or third parties;
- Human Resources;
- Ontario Tumour Bank.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Regulation 429/07 Accessibility Standards for Customer Service;
- The requirements set out in this policy;
- How to interact and communicate with people with various types of Disabilities;
- How to interact with people with Disabilities who use an Assistive Device or require the assistance of a service animal or a Support Person;
- How to use any equipment or devices that may be available on OICR premises for use by persons with Disabilities;
- What to do if a person with a Disability is having difficulty in accessing OICR's goods and services.

Staff members who deal with Customers or third parties will also be trained and/or notified when material changes are made to this policy.

## **5.0 Procedure**

### **5.1 Feedback Process**

1. Feedback regarding the way OICR provides goods and services to people with Disabilities can be made via by email, phone, and in writing to:

**Senior Manager, Strategic Communications**

Ontario Institute for Cancer Research  
MaRS Centre  
661 University Avenue, Suite 510  
Toronto, Ontario  
Canada M5G 0A3

Telephone: 416-977-7599

Toll-free number: 1-866-678-6427

Email at [info@oicr.on.ca](mailto:info@oicr.on.ca)

2. Feedback will be routed to the Senior Manager, Strategic Communications who will assess and direct the feedback (if required) to the appropriate OICR Staff member, which may include Facilities, Human Resources and/or the Communications Team.
3. OICR will aim to acknowledge and respond to enquiries within five (5) business days.
4. A copy of this policy must be given to any person upon request.

## **6.0 Related Documents**

None.

## 7.0 References

- Ministry of Community and Social Services (MCSS) Accessibility Laws: <https://www.ontario.ca/page/accessibility-laws>;

## 8.0 Revision History

Policy Number	Revision Date (YYYY-MM-DD)	Level of Change	Revision Comments
AD-HSG.705.001	Not applicable	No change	New document
AD-HSG.705.001	2015-09-08	Minor change	Wording in Purpose section modified for clarity and brevity. Minor change to scope. Section 4.5 removal of reference to Women's College Health Research Removal of links to reference websites that are no longer supported/available
AD-HSG.705.002	2017-09-26	Minor change	Updated policy format; Training requirements adjusted; Updated job titles.

Policy Title:	Accessible Customer Service		
Associated Form(s):	none		
Policy Number:	AD-HSG.705.002		
Section:	Administrative—Health and Safety—General Safety	Pages:	4
Sponsor:	Manager, Safety, Compliance and Risk	Review Period:	3 yrs.
Content Reviewer(s):	Human Resources Director; Senior Manager, Strategic Communications	Date of Origin:	February 24, 2012
Issued By:	VP Corporate Services and CFO	Last Modified:	September 26, 2017
Approved By:	Executive Management Team	Review Dates:	September 8, 2015 October 10, 2017

© Ontario Institute for Cancer Research (OICR). All rights reserved. This document is specific to OICR internal activities. OICR does not accept responsibility for use of this material by any person or organization not associated with OICR. No part of this document should be used for publication without permission and acknowledgement. A printed copy of this document may not reflect the current electronic version on OICR's intranet.