

<b>Manual</b>	<b>Corporate Policy Manual</b>		<b>POLICY</b>
Section	Administration		
<b>Title</b>	Accessibility Policy for Customer Service		
Issuing Body/ Prepared By	AODA Accessibility Working Group		
Approved by	Executive Council		<b>Number:</b> COR-ORG-A-1.100
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Controlled document. Any documents appearing in paper form must be used for reference purposes only. The on-line copy on the file server above must be considered the current documentation.			

**BACKGROUND**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.

**PURPOSE**

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 to establish a policy for Bluewater Health for governing the provision of its goods or services to persons with disabilities.

**POLICY STATEMENT**

Bluewater Health shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.

- ❑ The provision of goods or services to persons with disabilities, and others, will 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 goods or services.
- ❑ Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- ❑ Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- ❑ That the Bluewater Health employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

## **APPLICATION**

This policy shall apply to every person who deals with members of the public or other third parties on behalf of Bluewater Health, whether the person does so as an employee, agent, volunteer or otherwise.

## **DOCUMENTATION**

Bluewater Health shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person.

## **PRACTICES AND PROCEDURES**

To implement this policy, Executive Council in collaboration with the AODA Accessibility Working Group shall:

- establish practices and procedures;
- evaluate practices and procedures;
- revise practices and procedures as required.

## **NON-COMPLIANCE**

Failure to comply with this policy may result in disciplinary action up to and including termination. Organizations are subject to fines for failing to comply with the regulations.

## **REVIEWS AND AMENDMENTS**

The Accessibility Working Group shall be responsible for the review and evaluation process and any subsequent amendments to this policy document. Review and amendments shall take place annually by calendar year.

## PROCEDURES

### 1.) FEEDBACK

Feedback from our customers (patients, visitors, members of the public) gives Bluewater Health opportunities to learn and improve. Bluewater Health recognizes that the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist Bluewater Health in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, or telephone, addressed to:

Bob Topliffe, Chair of the Bluewater Health AODA Accessibility Working Group.  
Organizational Development Department  
89 Norman Street  
Sarnia, Ontario  
N7T 6S3  
(519) 464-4400, extension 8469  
btopliffe@bluewaterhealth.ca

*An Accessibility Feedback Form is available on the Bluewater Health website @ [www.bluewaterhealth.ca](http://www.bluewaterhealth.ca)*

#### **Refer to Appendix A: Sample Forms – “Accessibility Feedback Form”**

Feedback, complaints and concerns received by other departments regarding accessibility matters will be recorded in the Feedback-Pro database and forwarded to Bob Topliffe.

Bob will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. The determination for action steps may require input from other internal stakeholders and members of the AODA Accessibility Working Group.

### 2.) SERVICE ANIMALS, SUPPORT PERSON(S)

**Refers to service animals and support persons accompanying a person with a disability?**

***Service Animals**, such as guide dogs, offer independence and security to many people with various disabilities. Some laws generally prohibit animals in certain areas- such a food preparation areas; however service animal are permitted in most public situations.*

Bluewater Health will ensure a person with a disability that is accompanied by a guide dog or other service animal is permitted to enter hospital facilities with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Bluewater Health will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the organizations goods and services.

For example, regulations under the *Health Protection and Promotion Act, 1990* and the *Food Safety and Quality Act, 2001* prohibit animals from entering into areas where food is prepared, stored or sold.

Refer to Appendix B

Areas where service animals are not allowed will be identified.

Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Steps will be taken to make sure other arrangements can be made. For example, accommodate the disabled person by bringing goods and services to the person in a part of the premises where the animal is not restricted.

**Bluewater Health Infection Control requirements will include:**

- ❑ The animal, including collar and leash and smock must be clean
- ❑ Members of the public are discouraged from touching service animals.
- ❑ The handler/owner will be responsible for the cleanup of any mess that occurs due to the animal as well as following hand hygiene practices:
- ❑ If the animal is unwell, it should not come into the facility (e.g coughing, sneezing, vomiting, diarrhea, skin wounds or rashes)
- ❑ The animal should be up to date with all vaccinations
- ❑ The animal must remain on a leash
- ❑ The animal will not be allowed into food or medication prep areas or sterile areas

When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee or volunteer may ask the persons with disability to remove the animal from the area or refuse access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with disability.

The Recreational Therapy Department runs a pet therapy program and has a policy for pets visiting the hospital. Please refer to the Recreational Therapy department policy "Pet Visitation with Family Policy #1-E-120.

**Support People** assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

*Whenever language barriers exist, staff can refer to the interpreters contact list posted on the Bluewater Health intranet.*

If a person with a disability is accompanied by a support person, Bluewater Health will ensure that both persons are permitted to enter facilities, and that the person with a disability is not prevented from having access to the support person. Bluewater Health may require a person with a disability to be accompanied by a support person while in the facility, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others in the facility.

- ❑ Persons with disabilities may be accompanied by their support person while accessing goods and/or services.
- ❑ When a support person is involved, it is important to identify upfront the role of the support person when it comes to the discussion of confidential information and ensure that established policies are followed.
- ❑ Every employee or volunteer shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- ❑ Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.

### **3.) ADMISSION FEES – ADVANCE NOTICE**

In the event that admission fees are charged, advance notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

Example: A Bluewater Health volunteer with a disability plans to attend a corporate function that charges an admission fee, and be accompanied by a support person. If the support person were expected to pay for the attendance fee, the support person would need to be informed in advance of the event.

**Refer to Appendix A: Sample Forms "Notice – Admission Fees"**

### **4.) EXPECTED SERVICE DISRUPTION – NOTICE**

It is possible that from time to time there will be disruptions in service, such as an entrance way or elevator that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice.

People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, you can save that person an unnecessary trip.

**Notice will be provided on the Bluewater Health website, via hospital signage, over the phone, or in writing.**

**Refer to Appendix A: Sample Form “Notice – Expected Service Disruption”**

## **5.) UNEXPECTED DISRUPTION IN SERVICE – NOTICE**

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

**Refer to Appendix A: Sample Form “Notice – Unexpected Service Disruption”**

## **6.) ASSISTIVE DEVICES**

If a person with a disability requires assistive devices to access the goods or services of the Bluewater Health, they will be allowed to use such devices.

It is the responsibility of the organization to ensure that staff are properly trained on what the devices are used for, where these devices are kept and how to properly use the assistive device.

The organization is also responsible for maintenance of any assistive devices that are corporate property.

It is the organizations role to clearly communicate the availability of equipment and assistive devices to the public. Bluewater Health does not charge for the use of equipment, however in some situations a refundable security deposit may be requested for equipment and devices that leave the premises.

### **Assistive Services**

Bluewater Health provides multi-cultural interpreter support for patients and staff. Refer to Volunteer Services Department Policy “Multicultural Interpreter”

#VOL.A.3.50

Examples of assistive devices include:

- Wheelchairs
- STAXI Chairs
- Walkers
- Crutches/Canes

## **7.) TRAINING**

- Every person who participates in developing the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
- Every person who deals with the public on behalf of the Bluewater Health, including 3rd parties i.e. employees, agents, volunteers, management.
- Current employees, agents, volunteers, management, etc. shall receive training by March 31, 2010.
- New employees, agents, volunteers, students, management, etc. shall receive training as soon as “practicable”, after being assigned.
- Ongoing training on changes to policies, procedures, and new equipments shall be provided.

The method and amount of training shall be geared to the trainee’s role in terms of accessibility.

## **TRAINING RECORDS**

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided. The Organizational Development Department will retain all training records.

**Refer to Appendix A: Sample Form “Training Attendance Record”**

# Appendix A: Sample Forms

In addition to the following sample forms, some departments may have their own unique forms and processes.

1. Accessibility Feedback Form
2. Notice – Admission Fees  
*(Used when support persons are expected to pay an admission fee)*
3. Notice – Expected Service Disruption
4. Notice – Unexpected Disruption in Service
5. Training Attendance Record



## Accessibility Feedback Form

Bluewater Health will provide goods and services in a manner that respects the dignity and independence of persons with disabilities.

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 in an accessible manner?

YES                       SOMEWHAT                       NO (please explain below)

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Did you have any problems accessing our goods and services?

YES (please explain below)     SOMEWHAT (please explain below)     NO

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Please add any other comments you may have:

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Contact information (optional):

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Your feedback comments will be forwarded to:

Bob Topliffe, Chair of the AODA Accessibility Committee, Organizational Development  
Department  
89 Norman Street, Sarnia, Ontario, N7T 6S3  
(519) 464-4400, extension 8469 or [btopliffe@bluewaterhealth.ca](mailto:btopliffe@bluewaterhealth.ca)

You will receive a response to your feedback either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and any action taken in response to a complaint.

Thank You

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\* **Please Note:** There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collecting personal information in this manner.



# NOTICE

## ADMISSION FEES

Admission fee shall be charged to a “support person” accompanying persons with disabilities. The cost will be \$\_\_\_\_\_.

### *Definitions:*

**“Persons with Disabilities”** shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

**“Support persons”** shall mean any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

XXXX

Telephone Number:



# NOTICE

## SERVICE DISRUPTION

There will be a scheduled service disruption at Bluewater Health.

Location: \_\_\_\_\_

The disruptions will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

\_\_\_\_\_ (repairs to doors, elevators, washrooms, etc.)

\_\_\_\_\_ (repairs to technology)

On behalf of Bluewater Health we would like to thank you for your patience in this matter.

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Telephone Number:



# NOTICE

## DISRUPTION IN SERVICE

There is currently an unexpected service disruption.

Location: \_\_\_\_\_

The estimated time of the service disruption will be from \_\_\_\_ to \_\_\_\_.

These disruptions include:

\_\_\_\_\_ (repairs to doors, elevators, washrooms, etc.)

\_\_\_\_\_ (repairs to technology)

On behalf of the Bluewater Health we would like to thank you for your patience in this matter.

\_\_\_\_\_

Telephone Number:



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**Training Attendance Record**

Title of Session: \_\_\_\_\_

Date of Session: \_\_\_\_\_

Location: \_\_\_\_\_

	<b>Name</b> (Please print)	<b>Department</b>	<b>Job Title</b>	<b>Signature</b>
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				

## Appendix B – Definitions

### DEFINITIONS

“**Accessibility Coordinator**” shall mean the person appointed by Executive Council as Accessibility Coordinator for Bluewater Health.

“**Assistive devices**” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

“**Disabilities**” shall mean the same as definition of disability found in the Ontario Human Rights Code.

“**Employees**” shall mean every person who deals with members of the public or other third parties on behalf of Bluewater Health, whether the person does so as an employee, agent, volunteer or otherwise.

“**Persons with Disabilities**” shall mean those individuals with a disability as defined under the Ontario Human Rights Code.

“**Service Animals**” shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

“**Support persons**” shall mean any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

## Appendix C - TERMINOLOGY

### Talk about Disabilities – Choose the Right Word

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- ❑ Use *disability* or *disabled*, not *handicap* or *handicapped*.
- ❑ Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- ❑ Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- ❑ If you don't know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms.

<b>Instead of</b>	<b>Please use</b>
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person who has arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
<b>Instead of</b>	<b>Please use</b>
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Crazy, insane, lunatic, psycho, mental, mental patient, maniac,	A person with a mental health disability. A person who has depression.

neurotic, psychotic, unsound mind, schizophrenic	A person with schizophrenia.
Cripple, crippled, lame	A person with a disability. A person with a mobility impairment or, more specifically, a person who walks with crutches. A person who uses a walker. A person who uses a mobility aid. A person with arthritis, etc.
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss who communicates using sign language.) A person who is deafened (deaf later in life.) A person who is hard of hearing (person with hearing loss who communicates primarily by speech.) A person with a hearing loss. When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."
Deaf and dumb, deaf mute	A person who is deaf without speech.
Deaf-Blind (the)	Person who is deaf-blind (person who has any combination of visual and auditory impairments.)
Differently Abled	A person with a disability
Disabled (the)	People with disabilities
Elderly (the)	Seniors, older adults.
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	Person with a disability. The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance."
Hidden disability	Non-visible disability.
Invalid	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities

<b>Instead of</b>	<b>Please use</b>
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or what ever their specific diagnoses is", a form of dwarfism.
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant. A person with an intellectual or developmental disability.
Normal	Person who is not disabled. Person who is able bodied. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Patient	Person with a disability. The word patient may be used when referring to a relationship between and medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Victim of/suffers from/ stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis, etc. Person with a disability.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability

For additional information visit the Ministry of Community and Social Services website at [\[http://www.mcscs.gov.on.ca/mcscs\]](http://www.mcscs.gov.on.ca/mcscs)

**PHYSICAL** disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- ❑ Perform manual tasks such as holding a pen, turning a key or grip a doorknob
- ❑ Move around independently
- ❑ Control the speed or coordination of movements
- ❑ Reach, pull or manipulate objects
- ❑ Have strength or endurance

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

**Here are some tips on serving customers who have physical disabilities:**

- ❑ Speak normally and directly to your customer. Don't speak to someone who is with them
- ❑ People with physical disabilities often have their own way of doing things. Ask before you help.
- ❑ Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them
- ❑ Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.)
- ❑ Keep ramps and corridors free of clutter
- ❑ If a counter is too high or wide, step around it to provide service
- ❑ Provide seating for those that cannot stand in line
- ❑ Be Patient. Customers will identify their needs to you.

**HEARING** loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard-of hearing may be unable to:

- ❑ Use a public telephone
- ❑ Understand speech in noisy environments
- ❑ Pronounce words clearly enough to be understood by strangers

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

**Here are some tips on service customers who are deaf or hard of hearing:**

- ❑ Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand
- ❑ Always ask how you can help. Don't shout. Speak clearly
- ❑ Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood
- ❑ Face the person and keep your hands and other objects away from your face and mouth
- ❑ Deaf people may use a sign language interpreter to communicate- always direct your attention to the Deaf person –not the interpreter
- ❑ Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing
- ❑ If the person uses a hearing aid, try to speak in an area with few competing sounds
- ❑ If necessary, write notes back and forth to share information
- ❑ Don't touch service animals – they are working and have to pay attention at all times

**DEAF-BLINDNESS** is a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof.

Many people who are deaf-blind use the services of an Intervener who relay information and facilitate auditory and visual information and act as sighted guides.

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

**Here are some tips on serving customers who are deaf-blind:**

- ❑ Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- ❑ A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them
- ❑ Do not touch or address the service animals – they are working and have to pay attention at all times • Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency
- ❑ Understand that communication can take some time- be patient.
- ❑ Direct your attention to you customer, not the Intervener.

**VISION** disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

Vision loss can result in:

- Difficulty reading or seeing faces
- Difficultly maneuvering in unfamiliar places
- Inability to differentiate colours or distances
- A narrow field of vision
- The need for bright light, or contrast
- Night blindness

Vision disabilities can restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability.

Others may use a guide dog or white cane.

**Here are some tips on serving customers who have vision disabilities:**

- ❑ Verbally identify yourself before making physical contact
- ❑ If the person uses a service animal- do not touch or approach the animal- it is working.
- ❑ Verbally describe the setting, form, location as necessary
- ❑ Offer your arm to guide the person. Do not grab or pull.
- ❑ Never touch your customer without asking permission, unless it is an emergency
- ❑ Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location

- ❑ Don't walk away without saying good-bye

**INTELLECTUAL** disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Down's Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information
- Conceptual information
- Perception of sensory information
- Memory

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

**Here are some tips on serving customers who have an intellectual or developmental disability:**

- ❑ Don't assume what a person can or cannot do
- ❑ Use clear, simple language
- ❑ Be prepared to explain and provide examples regarding information
- ❑ Remember that the person is an adult and unless you are informed otherwise, can make their own decisions
- ❑ Be patient and verify your understanding
- ❑ If you can't understand what is being said, don't pretend. Just ask again
- ❑ Provide one piece of information at a time
- ❑ Speak directly to your customer, not to their companion or attendant

**SPEECH** disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation

- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

**Here are some tips on serving customers with speech or language impairments:**

- ❑ If possible communicate in a quiet environment
- ❑ Give the person your full attention. Don't interrupt for finish their sentences.
- ❑ Ask them to repeat as necessary, or to write their message.
- ❑ If you are able, ask questions that can be answered 'yes' or 'no'
- ❑ Verify your understanding
- ❑ Patience, respect and willingness to find a way to communicate are your best tools

**LEARNING** disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading
- Problem solving
- Time management
- Way finding
- Processing information.
- ❑ Learning disabilities are generally invisible and ability to function varies greatly. Respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- ❑ Allow extra time to complete tasks if necessary.

**MENTAL HEALTH** disabilities include a range of disorders however there are three main types of mental health disability:

- Anxiety
- Mood

- Behavioral

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

- ❑ Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- ❑ Try to reduce stress and anxiety in situations.
- ❑ Stay calm and courteous, even if the customer exhibits unusual behavior, focus on the service they need and how you can help.

**SMELL** disabilities can involve the inability to sense smells or a hypersensitivity to odors and smells. A person with a smelling disability may have allergies to certain odors, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

**TOUCH** disabilities can affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations

**TASTE** disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

**OTHER** disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDs, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement. Disabilities are not always visible or easy to distinguish.

## Appendix D

### Excerpts of Health Protection and Promotion Act, R.R.O. 1999, Reg. 562, ss. 59 & 60

59. Every operator of a food premise shall ensure that in respect of the food premise,

- a) every room where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale is kept free from,
  - i) materials and equipment not regularly used in the room, and
  - ii) subject to section 60, live birds and animals;

60. (1) Sub clause 59 (e) (ii) does not apply to,

(a) a service dog serving as a guide for a blind person or for a person with another medical disability who requires the use of a service dog, if the service dog is in an area of the food premise where food is being served, sold or offered for sale;

(b) live birds or animals offered for sale on food premises other than food service premises where the medical officer of health has given approval in writing for the keeping of the birds or animals on the premises; or

(c) live aquatic species displayed or stored in sanitary tanks on food premises.  
R.R.O. 1990, Reg. 562, s. 60;

(2) A dog other than a guide dog for the blind is a service dog for the purpose of clause (1) (a) if,

(a) it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or

(b) the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

**Excerpts of Food Safety and Quality Act, 2001, O. Reg. 31/05, s. 44.**

44. (1) subject to subsections (2) and (4), no person shall permit any animal, other than a food animal that is to be slaughtered or euthanized in accordance with this Regulation, to be in any room or area of the meat plant.

(2) A service dog serving as a guide for a blind person or for a person with another medical disability who requires the use of the dog as a guide is permitted to be in an area of the meat plant,

(a) where food is served, sold or offered for sale to consumers; or

(b) that does not contain food animals and that is not used for the receiving, processing, packaging, labelling, shipping, handling or storing of carcasses, parts of carcasses or meat products.

(3) For the purposes of subsection (2), a dog is a service dog for a person with a medical disability if,

(a) it is readily apparent to an average person that the dog functions as a guide for the person; or

(b) the person can provide, on request, a letter from a physician or nurse confirming that the person requires the use of the dog as a guide.