
Ontario Civilian Police Commission



Accessibility for Ontarians With Disabilities Act, 2005 Customer Service Policy

ONTARIO CIVILIAN POLICE COMMISSION
Accessibility for Ontarians with Disabilities Act, 2005
Customer Service Policy

This policy is adopted pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*. The Ontario Civilian Police Commission is committed to meeting the customer service standards set out in the *Act* and its regulations and to encourage good practices which exceed the minimum customer service requirements.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

OUR MANDATE AND VISION:

The Commission is an independent oversight agency committed to serving the public by ensuring that adequate and effective policing services are provided to the community in a fair and accountable manner. The Commission's vision is to be a progressive and fair regulator and adjudicator working with its stakeholders to support and ensure the delivery of adequate policing services throughout Ontario.

OUR COMMITMENT:

In fulfilling our mission we strive at all times to provide our services and conduct our business for both the public and our staff in a manner that respects the dignity and independence of persons with disabilities. We are committed to ensuring that people with disabilities have the same opportunity to access and benefit from our services in the same place and in a similar way as others and to the removal of any barriers that may impede full accessibility for people with disabilities. We are guided by the principles of fairness, openness and accountability in every aspect of our work and seek customer comment and input about the accessibility of our services.

COMMUNICATION:

We will communicate with people with disabilities in ways that take into account their disability. Our staff will communicate in a manner that enables people with disabilities to communicate effectively for purposes of requesting, using, and receiving our facilities and services.

We are committed to providing a fully accessible telephone service. If telephone communication is not suitable to someone seeking our services, we will offer to communicate by alternate means of communication such as email.

We are committed to providing accessible decisions, reasons for decision, correspondence and documents about our mandate, processes and procedures. Upon request decisions and correspondence may be provided in alternate formats including hard copy, large print, email, electronic versions, Braille, tapes, etc.

We are committed to providing fully accessible services to our customers, and will train front-line staff to communicate with customers in clear and plain language and to speak clearly and slowly.

ASSISTIVE DEVICES:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure our staff is trained and familiar with various assistive devices that may be used by customers while accessing our services and facilities.

We will endeavour to provide assistive devices or technology to persons with disabilities who will be attending scheduled hearings or meetings. Notice of how to request an assistive device or technology for use during a hearing will be included in our scheduling documentation.

We will establish comprehensive procedures for emergency preparedness for persons with disabilities. These procedures will include an evacuation assistance self-identification protocol for staff and evacuation procedures for our customers.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS:

We are committed to welcoming people with disabilities who are accompanied by a service animal when they access our services and facilities. We will ensure that all staff members are properly trained in how to interact with people who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person when they access our services and facilities. We will train our staff to interact with individuals who use the services of a support person.

NOTICE OF TEMPORARY DISRUPTION:

To the best of our ability we will provide customers with notice in the event of a planned or unexpected disruption in our facilities or services. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services, if available. The notice will be placed at our reception area and when feasible on our website.

REQUESTING ACCESSIBLE SERVICES:

A person with a disability who has a special need may request an accommodation with respect to our services. The request should be made as soon as possible at the beginning of a Commission process. We will assess the request on a case-by-case basis and make our best efforts to respond to it effectively and in accordance with the principles established under the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*.

Persons should contact the Commission to request accommodation, or for more information, at 416-314-3004, or toll free at 1-888-515-5005.

TRAINING FOR STAFF:

We provide training on this Policy and the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, to all staff who deal with the public or other third parties on their behalf, or who are involved in the development and approvals of customer service policies, practices and procedures.

Customer service training is provided as part of our orientation training for new staff; it will be completed by the first month after staff commence their duties.

Customer service training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the *Accessibility Standards for Customer Service, O. Reg. 429/07*.
- How to interact and communicate with persons with various types of disabilities
- How to interact with a person who requires a support person
- How to support the use of a service animal
- How to support the use of assistive devices
- The Commission's policies, practices and procedures relating to the customer service standard

FEEDBACK PROCESS:

Our goal is to meet the expectations of people with disabilities who use our services. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide services to people with disabilities may be made in person, by telephone, in writing or by e-mail. If one of these methods is not suitable a customer may request another method. All feedback is to be directed to the Commission's General Manager. We expect to respond to comments within 15 days of their receipt.

You may contact us:

- in person, at our office located at 250 Dundas Street West, 6th Floor, Suite 605, Toronto
- by telephone, at 416-314-3004, or toll free at 1-888-515-5005
- by mail, addressed to Ontario Civilian Police Commission, 250 Dundas Street West, Suite 605, Toronto, ON M7A 2T3
- by email, at ocpc@ontario.ca, or
- through our website, at www.ocpc.ca

MODIFICATION TO THIS OR OTHER POLICIES:

We are committed to delivering our services in a way that respects and promotes the dignity and independence of all people with disabilities. Therefore, any changes to how we deliver our services will be made with regard to the potential impact on accessibility for people with disabilities.

QUESTIONS ABOUT THIS POLICY:

This Policy is designed to assist in achieving service excellence to people with disabilities. If you have a question about the Policy please contact us by one of the means noted above.