

ACCESSIBILITY POLICY

1. Introduction

RebeccaPalmer.ca supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. It is the goal of RebeccaPalmer.ca to eliminate barriers to services for those with disabilities.

This policy is available in alternate formats upon request.

2. Our mission

RebeccaPalmer.ca strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. RebeccaPalmer.ca is also committed to ensuring that customers with disabilities receive accessible goods and services with the same quality and timeliness as others do.

3. Training for staff

RebeccaPalmer.ca will provide training on customer service to all employees who provide services, and who are involved in the development and approvals of customer service policies, practices and procedures. New staff and staff who commence new duties that involve interaction with the public or other third parties will undertake training as part of their orientation, if they haven't already done so.

RebeccaPalmer.ca will provide staff with training that includes:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing goods and services; and
- RebeccaPalmer.ca policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

Staff will be trained, as appropriate, on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

4. Assistive devices

RebeccaPalmer.ca is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

5. Use of service animals and support persons

Persons with disabilities may bring their service animal on the parts of our premises that are open to the public or other third parties. RebeccaPalmer.ca will ensure that all staff and third parties are trained in how to interact with persons with disabilities who are accompanied by a service animal.

6. Communication

RebeccaPalmer.ca will communicate with persons with disabilities in ways that take into account their disability. This means staff will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods, services and facilities.

RebeccaPalmer.ca will train staff who communicate with customers on how to interact and communicate with persons with various types of disabilities.

7. Feedback process

The goal of this policy is to meet service delivery expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Where possible, complaints will be addressed immediately. Feedback/response will endeavour to be in a format that is accessible to the complainant.

8. Notice of temporary disruptions

RebeccaPalmer.ca will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. 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 available (if any).

The notice will be placed at all public entrances and service counters on our premises. Depending on the nature of the disruption, notice will also be provided on outgoing telephone and TTY messages and on ministry websites.

This notice will be provided in accessible formats.

9. Modifications to this or other policies

RebeccaPalmer.ca is committed to ensuring that their customer service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any operational policy affecting customer service that does not respect and promote the dignity, independence, integration and equal opportunity of persons with disabilities will be modified or revoked.