



POLICY #	POLICY	SECTION	SUB-SECTION	APPROVAL DATE	REVIEW DATE	REVIEW FREQUENCY
RA-00-PL-001	Accessible Customer Service Policy	Regulatory and Accreditation Compliance	N/A	October 2021	January 2025	Annual

### 1. Purpose

To ensure that CareHop provides services in a way that respects the dignity, independence, integration, and equal opportunity of individuals with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 429/07, and Ontario Regulation 187/22.

### 2. Scope

This policy applies to all CareHop staff, contractors, volunteers, and others who interact with the public or provide care and services on behalf of CareHop.

### 3. Guiding Principles

CareHop commits to the following principles when serving people with disabilities:

- **Dignity:** Services are provided in a manner that allows the person to maintain self-respect.
- **Independence:** Clients are supported to do things on their own whenever possible.
- **Integration:** People with disabilities are fully included in all aspects of service.
- **Equal Opportunity:** Everyone has the same chance to access and benefit from CareHop's services.

### 4. Policy Statements

#### 4.1 Communication

Staff will communicate with clients and the public in ways that consider their disability, including the use of plain language, assistive devices, and communication aids as needed.

#### 4.2 Assistive Devices

Clients may use their own assistive devices when accessing CareHop services. Staff will receive training on how to interact respectfully and effectively with individuals using such devices.

#### 4.3 Use of Service Animals and Support Persons

- Clients accompanied by a service animal are welcome in CareHop's facilities unless excluded by law.
- Support persons may accompany clients at all times. If fees apply to support persons, they will be communicated in advance.

#### 4.4 Notice of Temporary Disruptions

In the event of a planned or unexpected disruption in facilities or services used by persons with disabilities, CareHop will notify clients promptly, stating:



- Reason for disruption
- Anticipated duration
- Alternative access or services, if available

#### 4.5 Training for Staff

CareHop will provide AODA-compliant training to:

- All employees and volunteers
- Everyone involved in service delivery to clients
- Anyone developing or reviewing customer service policies

Training includes:

- How to interact with individuals with disabilities
- How to use assistive equipment available at CareHop
- How to handle service disruptions
- How to support service animals and support persons
- CareHop's internal accessibility policies and responsibilities

#### 5. Feedback Process

Clients and members of the public can provide feedback on the accessibility of services:

- Verbally to any CareHop staff
- In writing or by email
- Through the Family Portal or website

Feedback will be acknowledged within **5 business days** and forwarded to the CEO for review and appropriate action. Alternate formats for providing and receiving feedback are available on request.

#### 6. Responsibilities

- **All Staff:** Comply with this policy and participate in required training.
- **HR Coordinator:** Organize and document AODA training for all new and current staff.
- **Administrative Assistant:** Post notices of service disruption and assist with client feedback channels.
- **CEO:** Ensure overall compliance and address accessibility-related complaints.

#### 7. Related Policies

- Accessible Formats and Information Compliance Policy
- Alternate Format Request Procedure
- Public Access to Policies and Service Information Policy
- Complaint Handling and Feedback Policy
- Client Rights and Responsibilities Policy

#### Policy Approval

Approved by: \_\_\_\_\_

**Chief Executive Officer**