



## ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

Policy Intent	Rideau Carleton Entertainment Centre currently practices service excellence to all our customers. This policy is intended to formally capture some of our existing practices of providing services to our customers with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act.  This policy and its related procedures will be reviewed as required in the event of legislative changes.

### **Overview**

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. This policy addresses the following:

- Providing Goods and Services to People with Disabilities
- Assistive Devices
- Communication
- Service Animals
- Support Persons
- Notice of Temporary Disruptions
- Training for Staff
- Feedback Process
- Notice of Availability

Detailed definitions of the above can be found in Appendix A.

### **Providing Goods and Services to People with Disabilities**

Rideau Carleton Entertainment Centre (RCEC) is committed to excellence in serving all customers including people with disabilities. We will make every reasonable effort to ensure that our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner
- taking into account individual needs when providing goods and services
- communicating in a manner that takes into account the customer's disability

We are also committed to our multi-year plan of continuing to provide accessibility and meeting our legislative requirements. This plan is available on our website.

### **Assistive devices**

Customers with disabilities may use their own assistive devices as required while accessing our goods or services. Should the device present a safety concern or issue with accessibility, then other measures will be used to ensure the access of goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability, and provide them with accessible formats upon request where practicable.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public unless otherwise excluded by law. Some types of service animals are not permitted into the restaurant due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60. If this is the case, then we will offer alternative methods to enable the person with a disability to access goods and services, whenever possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Rideau Carleton Entertainment Centre reserves the right to request verification from the customer if it is not readily apparent that the service animal is being used by the customer for reasons relating to his or her disability. Verification may include:

- a letter from a regulated health professional confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Ontario; or,
- a certificate of training from a recognized guide dog or service animal training school.

It is the responsibility of the customer accompanied by a service animal to maintain care and control of the animal at all times.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. When admission fees apply, these fees will be charged for support persons unless otherwise indicated by the organization (third-party vendor) holding the event on our premises, or if certain situations exist where the fee must be waived, as below. Each situation will be evaluated separately based on available evidence:

- a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- there is no other reasonable way to protect the health or safety of the person with a disability and that of others on the premises

### **Notice of Temporary Disruption**

Service disruptions may occur due to reasons that may or may not be within our control or known to us. In the event of a disruption to services or facilities to customers with disabilities, reasonable efforts will be made to notify customers promptly.

Notifications will be posted in the applicable area (for example, elevator or escalator not in service), and will include the following information, if known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

### **Training For Staff**

Training will be provided to all employees and volunteers, and other third parties (who deal with the public on our behalf and have not been trained) on the requirements of accessibility standards and on the Ontario Human Rights Code as it pertains to people with disabilities. This also includes any individuals involved with developing our policies and standard operating practices and procedures. Additional training may be provided relevant to an individual's role.

The training will be provided as soon as practicable. In most cases, new employees will be trained through orientation and on-the-job practical application. Further training will be provided on an ongoing basis when there are changes to legislation, procedures and/or practices.

The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, along with our plan related to this standard
- How to interact and communicate with people with various types of disabilities and who may use assistive devices or require the assistance of a service animal, or a support person
- How to use equipment or devices that are available at our premises or that we provide that may help people with disabilities (e.g. elevators, escalators, wheelchairs)
- What to do if a person with a disability is having difficulty accessing our services
- Review of our policies, practices and procedures pertaining to accessibility

RCEC will keep a record of training that includes the dates training was provided and who attended the training.

### **Feedback Process**

Customers who wish to provide feedback on the way we provide goods and services to people with disabilities can email [reception@rcr.net](mailto:reception@rcr.net), or call reception at 613-822-2211. Customers requiring other accessible formats may do so upon request and we will try to accommodate where practicable. All feedback will be directed to our General Manager, Jean Larose. Customers can expect to receive a response within 30 days of receipt.

### **Notice of Availability**

A notice will be posted on our website advising customers that they may request the document on Accessibility Standards for Customer Service by contacting reception at the coordinates noted above. At the time of request, an agreed upon format will be determined that takes into account the person's disability.

### **Employment**

We are an equal opportunity employer which values diversity in the workplace. All our policies and practices are intended to build an inclusive and accessible work environment free from discrimination and harassment.

## Appendix A

### DEFENITIONS

As per AODA Section 2, “disability” means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is 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,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*;

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons’ Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

- the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

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

Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## **APPLICABLE LAW**

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.