



# AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

Policy Number:

Effective Date: January 2012

Applies to: All Ontario Employees

Revision Date: June 22, 2016

## PUPOSE

A standard for customer service (“the Standard”) has been established under the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) to ensure goods and services are, where at all possible, equally accessible to every member of the public.

The Act requires every provider of goods or services to establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

The objective of this policy (the “Policy”) is to ensure that QHR Technologies Inc. meets the requirements of the Standard and promotes its underlying core principles as described below.

## APPLICATION

The Policy applies to all persons who, on behalf of QHR Technologies Inc., deal with members of the public or other third parties. This includes our employees, policy developers, volunteers, and any other person who provides goods, services and facilities on behalf of the organization.

## DEFINITIONS

*Accessibility Report* – The report required to be filed pursuant to section 14 of the Act.

*Assistive Device* – Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

*Disability* – As defined under the Act and Human Rights Code, R.S.O. 1990, c. H.19.

*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* – An animal is a service animal for a person with a disability if:

- (a) it is readily apparent that the animal is used by the person for reasons relating to their disability; or
- (b) the person provides a letter from a physician or nurse confirming they require the animal for reasons relating to the disability.

*Support Person* – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

*“We”, “Our” and “Staff”* – Terms that reflect QHR Technologies Inc., its employees, volunteers, agents and contractors.

## **CORE PRINCIPLES**

We endeavor to ensure our Policy and related practices and procedures are consistent with the following core principles:

*Dignity* – Goods or services must be provided in a manner that respects the dignity of persons with disabilities.

*Independence* – Goods or services must be provided in a manner that respects the independence of persons with disabilities.

*Equality of Opportunity* – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

*Integration* – The provision of goods or services to persons with disabilities and others must 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.

## **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

### *Communication*

QHR Technologies Inc. strives to communicate with persons with a disability in a manner that takes into account their disability. This may include the provision of communication material to persons with a disability in a medium that is accessible to the person.

### *Assistive Devices*

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.



### *Service Animals*

Persons with a disability may enter premises owned and/or operated by QHR Technologies Inc. accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

### *Support Persons*

If a customer with a disability is accompanied by a support person, QHR Technologies Inc. will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, QHR Technologies Inc. will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

### Admission Fees

Where QHR Technologies Inc. requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, QHR Technologies Inc. will not charge the support persons any fees or fares.

### *Notice of Temporary Disruptions*

QHR Technologies Inc. will notify customers if there is a planned or unexpected disruption of services or facilities for customers with a disability. This notice will be communicated directly to the customer's representatives and will include the following information: the fact the facility or service is unavailable, the anticipated duration of the disruption, the reason for the disruption and alternative facilities or services, if available.

## **TRAINING AND RECORDS**

QHR Technologies Inc. will provide training, and ongoing training as required under the Act, to employees, volunteers and others who deal with the public or other third parties on their behalf as well as to those persons charged with developing this Policy and related procedures and practices.

Individuals who will be trained include all Ontario employees and their respective management teams. Training content will include:

- A review of the purpose of the Act and requirements of the Standard.
- A review of the Policy.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with a disability who use an Assistive Device or require the assistance of a Guide Dog, Service Animal or Support Person.
- How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.



- What to do if a person with a disability is having difficulty accessing our premises and/or services.

Employees will also be trained when changes are made to your accessible customer service plan.

Training will be provided to all persons to whom this Policy applies as soon as practicable.

In accordance with the Act, QHR Technologies Inc. will maintain a record of the training provided to its employees, and others who deal with the public or third parties. This record will include the content of the training provided.

### **FEEDBACK PROCEDURES**

Customers can provide feedback on the way QHR Technologies Inc. provides goods and services to people with disabilities. Customers can provide feedback to Human Resources in the following manner:

- a) In writing to: Jeff Wimmer, 1620 Dickson Ave. Suite 300, Kelowna, BC, V1Y 9Y2
- b) By telephone at 1-855-550-5004 ext. 3065
- c) Electronically to [jeff.wimmer@qhrtechnologies.com](mailto:jeff.wimmer@qhrtechnologies.com).

If requested, QHR Technologies Inc. will endeavor to respond to feedback as soon as practicable.

### **DOCUMENTATION TO BE MADE AVAILABLE**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

### **FORMAT OF DOCUMENTS**

The information contained in documents, required to be provided under the Standard, to a person with a disability will be available in a format that takes the person's disability into account.