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CUSTOMER SERVICE – ACCESSIBILITY STANDARD

PURPOSE

In fulfilling our mission, Chester Village strives at all times to provide its programs and services in a way that respects the independence, dignity, integration and equality of opportunity for people with disabilities. Our customer service policy – accessibility standard, practices and procedures reflect and respect the accessibility content of the Accessibility Standards for Customer Service Regulation & the OPS Accessible Customer Service Policy.

PROCEDURE

Assistive Devices

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

Persons with disabilities will always be permitted to use the devices that accompany them in order to access our goods and services.

Should assistive devices or other support/services need to be rented or purchased, the cost shall be the responsibility of the individual. If requested in advance, Chester Village staff will do their best to assist in sourcing the rental or purchase of the assistive device or other support/service.

We will train staff, as appropriate, so that they are familiar with various assistive devices that may be used by persons with disabilities while accessing our goods and services.

Communication

Should Chester Village receive a request to provide a person with a disability with a document or information, the communication needs of the person with a disability will be considered and Chester Village will endeavour to provide the

ADMINISTRATION MANUAL – SURGE LEARNING

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information in a format that takes into account the person's disability and that respects their dignity and independence.

We will train staff on how to interact and communicate with persons with various types of disabilities. Training will include what to do if a person with a disability is having difficulty in accessing Chester Village's goods and services.

Service Animals

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises or rented venues that are open to the public and other third parties.

Should another Chester Village customer and/or staff member be allergic to the service animal, the best reasonable compromise shall be sought.

We will train staff in how to interact with persons with disabilities who are accompanied by a service animal.

Chester Village staff or representatives will assist in locating outdoor space (if needed) and water for the service animal.

It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

Support Persons

We are committed to welcoming persons with disabilities who are accompanied by a support person. At no time will a person with a disability be prevented from having access to his or her support person while on our premises or while at our Home.

In support of persons with disabilities who are accompanied by a support person, support persons will not be charged if attending a Chester Village event.

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We will train staff in how to interact with persons with disabilities who are accompanied by a support person.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as emergency system maintenance, water disruption, power failure, or elevator service, Chester Village will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice will be placed at all entrances, reception, resident home areas, and community boards. In addition, overhead announcements will be made just prior to the time of disruption of service.

The notice will be communicated directly to those affected and, if deemed necessary, it will be placed on Chester Village's website.

Training for staff

All Chester Village, staff, including volunteers, students and others deemed appropriate, will fulfill the training requirements specified in the Accessibility Standards for Customer Service. Training will be provided to new staff during general orientation within the first month of starting employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Chester Village's accessible customer service policy

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Feedback Process

The ultimate goal of Chester Village’s Customer Service Policy – Accessibility Standard is to meet and surpass client expectations while serving customers with disabilities. We value all feedback regarding the way services are provided. Feedback can be provided through any of the following channels, our customer concern form, annual family/resident satisfaction survey or our suggestion box in our front foyer.

Alternatively, feedback and questions can be submitted as follows:

In writing to:
Chester Village CEO
3555 Danforth Ave, Toronto, ON M1L 1E3

By email to:
crystal@chestervillage.ca

By phone to:
Crystal DiCarlo, HR Assistant
416-466-2173 ext 236

Modifications to this or other policies

Chester Village is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Chester Village that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.