

STATEMENT of POLICY and PROCEDURE	
Section:	Professional Conduct
Subject:	Accessible Service Standard
Policy No.:	HR 2.

1. INTRODUCTION

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a Provincial legislation that allows the government to develop specific standards of accessibility and to enforce them. The goal is to create standards to improve accessibility across the province. The AODA is the foundation on which standards will be built to improve accessibility across the province.

The first standard developed under AODA is the Customer Service standard and is contained in the Ontario Regulation 429/07 entitled "Accessibility Standard for Customer Service". It applies to all organizations, both public and private, that provide goods or services either directly to the public or to other organizations in Ontario (third parties) and that have one or more employees. The Regulation applied to designated public sector organizations on and after January 1, 2010. It applies to other providers of goods and services, such as MSF Canada, on and after January 1, 2012. The Customer Service standard details specific requirements for all service providers regarding the provision of goods and services for persons with disabilities.

2. POLICY

MSF Canada in Toronto (MSF Canada) is committed to providing persons with disabilities equal opportunities and standards of goods and services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. These goods and services will be provided in a manner that respects dignity, independence, integration and equal opportunity.

3. PRINCIPLES

Reasonable efforts will be made to ensure that:

1. Persons with disabilities are provided equal opportunity to obtain, use and benefit from the services at MSF Canada in Toronto.
2. Services are provided in a manner that respects the dignity and independence of persons with disabilities.



3. Services allow people with disabilities to fully benefit from the same services, in the same place, and in the same or similar way as other persons.
4. Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
5. Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access MSF Canada services unless superseded by other legislation.

4. SCOPE

This Policy applies to all employees, contractors, and volunteers who interact with the public on behalf of the MSF Canada.

5. DEFINITIONS

1. Disability

The definition of "disability" under the AODA is as follows:

- 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, muteness or speech impediment, hearing impairment 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 a 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.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities whose effects may come and go.

Examples:

- A person has a disability that over time may increase with severity.
- A person has a disability that is not visible.
- A person has a disability that causes him/her to experience periods when the condition does not have an effect on his/her daily routine and other periods when it does.



Without limiting the requirements or the expectations for accessibility, specific consideration shall be given to the following:

2. Barrier

Barrier, as defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including a physical barrier, architectural barrier, information or communication barrier, attitudinal barrier, a policy, procedure or a practice.

3. Assistive Devices

Assistive devices are technical aids, communication devices, or medical aids modified or customized, that are used to increase, maintain, or improve the functional abilities of persons with disabilities in seeing, hearing, speaking, mobility, walking, breathing, performing manual tasks, learning, working or self care.

Examples of assistive devices include wheelchairs, scooters, walkers, amplification devices that boost sound for listeners, hearing aids, oxygen tanks, electronic notebooks, laptop computers, speech generative devices, etc.

4. Service Animals

As defined by the AODA, an animal is a service animal for a person with a disability;

- a. "If it is readily apparent that the animal is used by the person for reasons relating to his/ her disability; or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability."

Service animals include, but are not limited to "guide dogs". A guide dog as defined in the Blind Person's Rights Act means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Person's Rights Act.

5. Support Person

A support person is an individual chosen or hired to accompany a person with a disability to provide services or assistance with communication, mobility, personal care or medical needs or with access to goods or services. Examples of a support person may include attendants, note takers, interveners, translators, etc.

6. PROCEDURES:

MSF Canada in Toronto provides services in the following ways to persons with disabilities:

1. Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. MSF Canada employees, contractors, and volunteers, will be trained to ensure that they are familiar with various assistive devices that may be used by customers with disabilities while accessing services.



In the event that a person with a disability is hindered from accessing any goods or services offered, MSF Canada will use its best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another way.

MSF Canada will train employees, contractors, and volunteers on how to use assistive devices that are available at the office for customers. MSF Canada will also train employees, contractors, and volunteers to inform customers of the assistive devices that are available. It is the responsibility of the person with a disability to ensure that his/her assistive device is operated in a safe and controlled manner at all times.

2. Telephone Services

MSF Canada is committed to providing fully accessible telephone service to our donors and members of the general public. MSF Canada will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication provides a barrier to a person with a disability, MSF Canada will be available to communicate in writing, by e-mail, by fax or by other electronic means.

3. Service Animals

MSF Canada is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law, MSF Canada will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from MSF Canada's services where possible. MSF Canada will train employees on how to interact with customers who are accompanied by service animals.

Persons with disabilities are responsible for ensuring for the care and supervision of their service animal. If a service animal is unruly or disruptive an employee may ask the person with a disability to remove the service animal from the area. Other reasonable arrangements to provide services shall be explored with the assistance of the person with a disability.

Should an employee experience an allergy, fear or trepidation of the service animal other reasonable arrangements to provide service shall be explored with the employee.

3. Support Persons

Any person with a disability who is accompanied by a Support Person will be allowed to access any services provided by MSF Canada with his or her Support Person. MSF Canada will not prevent a person with a disability who is accompanied by a Support Person from having access to his or her Support Person. Where there are barriers to access or attendance by a Support Person, MSF Canada will seek to facilitate access to ensure the participation of persons with disabilities.

4. Notice of Temporary Disruptions

Although MSF Canada is aware that that the operation of its services and facilities is important to its customers and that persons with disabilities, temporary disruptions in services and facilities may occur from time to time. MSF Canada will provide notice when there is a temporary disruption in those services or facilities that persons with disabilities may rely on. This notice will include information about the reason for the disruption, its anticipated duration, and, if applicable, a description of alternative facilities or services that may be available. Notice of service disruptions will be provided as soon as reasonably practicable after MSF Canada is



made aware of the disruption, or in advance in the case of planned disruptions. Notice will be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the office, in other facilities of the building (i.e. the lobby), on MSF Canada's website or by any other means that will reasonably ensure that the notice reaches those persons potentially affected by the temporary disruption in a manner that is accessible to them.

5. Training for Staff

MSF Canada will ensure that all employees, contractors, and volunteers that interact with the public on its behalf receive AODA Customer Service Standard Training. Further, training shall be provided on an ongoing basis whenever changes are made to this Policy to ensure that this Policy is properly implemented at all times.

Training will include the following:

- An overview of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- Training on how to interact and communicate with people with various types of disabilities;
- Training on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- Training on how to use equipment or assistive devices available at the office or otherwise provided by MSF Canada that may help with the provision of goods or services to a person with a disability;
- Training on what to do if a person with a disability is having difficulty in accessing MSF Canada's goods and services; and
- Training on MSF Canada's current policies, practices and procedures relating to the Customer Service Standard. MSF Canada will keep records of the training provided, including the dates on which training was received and the names and number of participants.

5. Notice of Availability of Documents

This Policy and any corresponding practices and procedures will be made available to any person upon request. MSF Canada shall post notice of the availability of these documents in a conspicuous place at the office and on MSF Canada's website.

6. Format of Documents

Upon request, MSF Canada shall provide this Policy and any other forms created pursuant to the Customer Service Standard in a format that takes into account the disability of the person submitting the request.

7. Modifications to the Policy and Related Policies

MSF Canada is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All of MSF Canada's policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

8. Additional Obligations

MSF Canada recognizes that the AODA does not replace or supersede the *Human Rights Code*, R.S.O. 1990, c. H.19 (the "Code").



9. Enquiries and Feedback

Our aim is to ensure that all individuals are treated with respect and dignity and we would appreciate your feedback concerning the manner in which we provide goods and services to persons with disabilities. Feedback may be provided in the manner deemed most convenient to them such as in person, by telephone, in writing or by delivering an electronic text by e-mail or on diskette or otherwise.

Enquiries and feedback can be submitted to our Internal Human Resources Officer by:

- Calling 1-800-982-7903 (toll free) or +1 416-964-0619
- Sending an E-mail to ask.hr@toronto.msf.org
- Sending a fax to 416-963-8707 "Attn: Internal Human Resources"
- Making an appointment with the Internal Human Resources Officer to provide feedback in person.

For individuals who have left contact information and contact has been requested, the Internal Human Resources Officer will respond to the request within 10 business days. The Internal Human Resources Officer will document and track all feedback/comments.

All feedback will be reviewed on an annual basis or earlier if necessary, for possible action that can be taken to improve MSF Canada services. The response to feedback will be in a format that is accessible to the person with a disability.

Information regarding the MSF Canada's feedback process may also be found on the MSF Canada's website (<http://www.msf.ca>).

