

Policy Name: Accessible Customer Service Policy

Policy Number	HR-02
Effective Date	March 31, 2021
Review Cycle	Annually
Last Reviewed/Updated	TBD
Department of Origin	Corporate Insights
Process & Procedure Document(s)	Accessibility Processes and Procedures <i>(Internal use only)</i>
Related Policies	Accessibility Policy <i>(Internal use only)</i>
Approval Authority	AVP, Corporate Insights

Purpose

MedicAlert Foundation Canada (“MAFCA”) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

MAFCA understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

MAFCA is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

MAFCA is committed to excellence in serving all customers including people with disabilities.

Our Accessible Customer Service Policy is consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Applicability

This Policy applies to all employees, consultants, representatives, volunteers, any and all officers and Board members of MAFCA.

Policy Statement(s)

1. Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

We will include the subject of the use of assistive devices as part of our staff's overall accessibility training.

2. Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include a range of communication means tailored to various audiences and provided in an accessible format in a respectful manner.

We will work with the person with a disability to determine what method of communication works for them.

3. 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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services, or facilities

4. 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.

In certain cases, MedicAlert Foundation Canada might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, MedicAlert Foundation Canada will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

5. Notice of temporary disruption.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities MedicAlert Foundation Canada 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.

We will notify customers of this by posting a notice on the website (www.medicalert.ca) and in the office, as required:

MedicAlert® Foundation Canada

Morneau Shepell Centre II

895 Don Mills Road, Suite 600

Toronto, ON M3C 1W3

www.medicalert.ca

Email: accessibility@medicalert.ca

Phone: 1-866-815-4267

6. Training

MedicAlert Foundation Canada will ensure that all persons to whom this policy applies receive training as required by applicable legislation.

Staff will be trained on accessible customer service within 30 days after being hired.

Training will include the following:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- MedicAlert Foundation Canada's policies related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. These include a range of electronic and physical assistive devices
- What to do if a person with a disability is having difficulty in accessing MedicAlert Foundation Canada's goods, services, or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

7. Modifications to this or other policies

Any policies of MedicAlert Foundation Canada that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

8. Notice of availability of documents

MedicAlert Foundation Canada will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

Via the website (www.medicalert.ca) or via in the office below:

MedicAlert® Foundation Canada
Morneau Shepell Centre II
895 Don Mills Road, Suite 600
Toronto, ON M3C 1W3
www.medicalert.ca

MedicAlert Foundation Canada will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Getting Help

For assistance with this policy or its accompanying procedures, please contact:

MedicAlert® Foundation Canada
Morneau Shepell Centre II
895 Don Mills Road, Suite 600
Toronto, ON M3C 1W3
www.medicalert.ca
Email: accessibility@medicalert.ca
Phone: 1-866-815-4267