

## CCMTA Customer Service Accessibility Standard Plan

### Purpose

CCMTA is committed to providing the highest quality services to its members and customers. The following document outlines its plan to meet the requirements of the Ontario Accessibility Standard for Customer Service, most notably with regards to the following CCMTA products and services:

- Sales, renewals and communications
- Annual Meeting registration and attendance
- Meeting participation
- Publications ordering services
- Interprovincial Record Exchange (IRE) services

### Scope

This plan applies to all CCMTA employees, as well as to its volunteers, consultants, external partners, etc., who interact in any way with customers or are involved in the development, design, or implementation of policies, processes, procedures, or practices affecting customers.

### Definitions

As defined in the Accessibility for Ontarians with Disabilities Act 2005 (AODA), or the related Ontario Regulation 429/07, Customer Service Standard:

**'Accessibility'** refers to the ease with which a product, service, environment or facility can be used by all people within the widest range of abilities.

**'Disability'** refers to:

- 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 or using symbols or spoken language;
- 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.

**'Barrier'** refer to anything that keeps someone with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural or structural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practice (systemic) barrier.

**'Customers'** refers to CCMTA's government members, associates and the general public.

**'Support person'** refers to a person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods and services.

**'Service animal'** refers to an animal that is used by a person with a disability, except where excluded by law, where it is readily apparent that the animal is used for reasons relating to the disability or where the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

## 1. General Policies, Procedures and Practices

Topic	Related Policies	Related Procedures	Related Practices
<b>Personal Assistive Devices (examples of these are wheelchairs, screen readers, listening devices or canes)</b>	<ul style="list-style-type: none"> <li>Personal assistive devices are welcomed on CCMTA premises and events.</li> </ul>	<ul style="list-style-type: none"> <li>Advise customers that there are no additional associated costs.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that venues hosting CCMTA events allow and accommodate the use of such devices on the premises.</li> </ul>
<b>Use of Animals / Support Persons</b>	<ul style="list-style-type: none"> <li>Service animals / support persons are welcomed on CCMTA premises and at events.</li> </ul>	<ul style="list-style-type: none"> <li>Advise customers that there are no additional costs.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that venues hosting CCMTA events allow animals / support persons on the premises.</li> </ul>

<b>Notice of Temporary Disruption of Service</b>	<ul style="list-style-type: none"> <li>• CCMTA will notify all customers when products and services are disrupted on a temporary basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate with all staff and related personnel promptly.</li> </ul>	<ul style="list-style-type: none"> <li>• Post a notice on the CCMTA website and office premises, and record alternative phone greeting.</li> </ul>
<b>Training for Staff, Volunteers, and Consultants</b>	<ul style="list-style-type: none"> <li>• Provide training once annually.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide compliance plan staff training every December/January.</li> <li>• Training for the Annual Meeting volunteers to be included in their overall pre-meeting training.</li> <li>• Train consultants using our plans and policies, and ensure there is appropriate oversight.</li> </ul>	<ul style="list-style-type: none"> <li>• Ask customers their preferred method of accommodation, if any are required.</li> </ul>
<b>Feedback Process</b>	<ul style="list-style-type: none"> <li>• Post feedback process for customers with disabilities on CCMTA’s website</li> <li>• Examine opportunities to meet customers’ needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide customers with different formats to send their feedback (email, fax, or mail).</li> </ul>	<ul style="list-style-type: none"> <li>• Send a response to customer inquiry within five business days.</li> </ul>

## 2. Personal Assistive Devices

- Individuals representing CCMTA, including staff, will use the principles of respect, dignity, and independence when dealing with personal assistive devices by first asking persons with disabilities if they need help.
- Individuals representing CCMTA, including staff, will welcome the use of personal assistive devices for persons with disabilities on office premises, as well as at CCMTA events, and they will not charge any additional fees for the use of these devices in the delivery of CCMTA products and services.

## 3. Use of Animals and Support Persons

- A person with a disability who is accompanied by a support person will be encouraged to have that person accompany them at no additional fee on CCMTA’s premises or at CCMTA events.
- CCMTA welcomes people with disabilities, their service animals, and their support persons on CCMTA’s premises and at CCMTA events.

## 4. Notice of Temporary Disruption of Service

- In the event of a planned or unexpected disruption of CCMTA’s services, sales, purchasing, invoicing, distribution of publications, annual meetings, other

meetings, or ongoing communications, CCMTA will notify its members, associates and customers promptly.

- A notice will be posted on CCMTA's website, on CCMTA's office premises, and recorded on CCMTA's phone message greeting. It will include the reason for the disruption, its anticipated duration, and a description of alternative available facilities or services.

## **5. Training for Staff and Appropriate Volunteers**

- Individuals representing CCMTA, including staff, will be sensitive to the varying needs of its customers requiring accommodation, and be receptive to feedback on how to best service them.
- Individuals representing CCMTA, including staff, will use the principles of respect, dignity, and independence when dealing with persons with disabilities, by first asking if they need help.
- CCMTA does not provide specific accommodations in anticipation of customer needs, but is happy to work with customers requiring accommodations to reasonably fulfill their requests when delivering CCMTA products and services.
- All CCMTA staff will be provided with training each December/January.
- Training will be provided to event volunteers and consultants who deal with the public on CCMTA's behalf.
- Training will include:
  - an overview and the specific requirements of the Accessibility for Ontarians with Disabilities Act
  - CCMTA's plan related to the customer service standards
  - Basic guidelines for interacting, communicating, and assisting people with various disabilities, including typical assistive devices, service animals, and support persons

## **6. Feedback Process**

- Customers wishing to provide feedback on how CCMTA provides goods and services to people with disabilities may submit their input via email to [info@ccmta.ca](mailto:info@ccmta.ca), by mail at 1111 Prince of Wales Drive, Suite 404, Ottawa, ON K2C 3T2, or by fax at (613) 736-1003.
- Customers can expect a response within five business days.
- CCMTA's Plan for Accessibility Standard for Customer Service will be available on CCMTA's website. It can also be requested by phone or email.