

**HAMILTON LAW ASSOCIATION**  
**Accessibility Standards for Customer Service**

1. The Accessibility Standards for Customer Service, Ontario Regulation 429/07, came into force on the 1<sup>st</sup> day of January, 2008, as the first accessibility standard created under the authority of the Accessibility of Ontarians with Disabilities Act (AODA). The policies, procedures and training of the requirements for organizations with 20 or fewer employees must be in place and completed by January 1, 2012.

**Policy Objective**

2. The Hamilton Law Association recognizes that the purpose of the AODA is to achieve equal accessibility for all, regardless of abilities, in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations by developing, implementing and enforcing accessibility standards.

**Definitions**

3. For the purposes of this policy, disability is defined as found in the Ontario Human Rights Code (Part II, Section 10.(1):
  - (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 or paralysis, amputation, lack of physical coordination, 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.

Further applicable definitions as found in the Accessibility for Ontarians with Disabilities Act 2005 and O.Reg. 42907

### **Implementation**

4. The staff of the Hamilton Law Association (“HLA”) shall use reasonable efforts to ensure that the goods and services provided are provided in a manner that respects the dignity and independence of persons with disabilities.
5. The staff of the HLA shall use reasonable efforts to ensure that the provision of goods or services to persons with disabilities and others are integrated unless an alternative method is necessary, whether temporarily or on a permanent basis, to enable a person with a disabilities, use or benefit from the goods or services.
6. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.

### **7. Procedures**

- (a) **Assistive Devices:** The Hamilton Law Association permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Association. Staff is trained and knowledgeable of the presence and use of HLA owned assistive devices and will assist in their use.
- (b) **Service Animals and Support Persons:** The Hamilton Law Association allows persons with disabilities to be accompanied by and supported by a support person into all public facilities of the Association. Advance notice concerning all admission fees encountered by a support person will be provided in advance and posted in a conspicuous place. A person with a disability may be accompanied by a guide dog or other service animal and staff will ensure the person is permitted to keep the animal with him or her unless the service animal is otherwise excluded by law; in which case, the HLA will make every reasonable effort to ensure that the person can obtain, use or benefit from the goods and services of the HLA.
- (c) **Support person:** If a person is accompanied by a support person, both persons shall be entitled to enter the premises together and the person with the disability shall be entitled to have access to the support person while on the premises. The support person shall not be charged for admission to the event in question, if there is an admission price to the event.
- (d) **Notice of Temporary Disruption:** When services or facilities that people with disabilities may use to access the services of the Hamilton Law Association are temporarily unavailable, or if the goods and services are expected to temporarily unavailable in the near future, a Notice of Service Disruption will be posted at the location of the disruption as soon as practically possible.

**8. Documentation and Feedback**

- (a) The Hamilton Law Association shall, upon request give a copy of the policies, practice and procedures required under the Accessibility Standards for Customer Service to any person. Applicable photocopy charges will be applied.
  
- (b) A Feedback Form will be available to allow members the public to provide feedback on the accessibility of the provisions of goods and services.

**9. Forms**

- (a) 9(a) Notice of Scheduled Service Disruption
- (b) 9(b) Notice of Unexpected Service Disruption
- (c) 9(c) Training Attendance Log
- (d) 9(d) Customer Feedback Form
- (e) 9(e) Record of Customer Feedback

*Policy approved by the Board of Trustees on December 14<sup>th</sup>, 2011.*

# NOTICE

## SCHEDULED SERVICE DISRUPTION

**The following service will be temporarily unavailable:**

**This service will be unavailable  
from \_\_\_\_\_  
to \_\_\_\_\_**

**The reason for the disruption is:**

**Please talk to staff for alternatives.**

**For further information, please contact:  
Hamilton Law Association  
45 Main Street East, Suite 500  
Hamilton, Ontario  
L8N 2B7  
Tel: 905.522.1563  
Toll Free: 1.866.213.6867  
[www.hamiltonlaw.on.ca](http://www.hamiltonlaw.on.ca)**

# NOTICE

## UNEXPECTED SERVICE DISRUPTION

**The following service will be temporarily unavailable:**

**The estimated time of the disruption will be from \_\_\_\_\_  
to \_\_\_\_\_**

**The reason for the disruption is:**

**Please talk to staff for alternatives.  
Thank you.**

**For further information, please contact:  
Hamilton Law Association  
45 Main Street East, Suite 500  
Hamilton, Ontario  
L8N 2B7  
Tel: 905.522.1563  
Toll Free: 1.866.213.6867  
[www.hamiltonlaw.on.ca](http://www.hamiltonlaw.on.ca)**

**e-Learning Training Completed: *Serve-Ability: Transforming Ontario's Customer Service***

<b>Attendee</b>	<b>Date Completed</b>	<b>Signature</b>
Rebecca Bentham		
Mary Jane Kearns-Padgett		
Wendy MacNair		
Chris Wyskiel		
Paula Bridgewood		
Megan Callaway		
Riane Leonard		
Bob Cole		
Callie MacDonald		
Max Kerman		



## **RECORD OF MEMBER, CLIENT, PATRON FEEDBACK**

**Date of Feedback:**

**Name and Contact Information (optional)\***

**Details:**

**Action to be Taken:**

**Follow-Up and Completion:**

**\*Personal information contained on this form will be used only for the purpose of responding to your submission of this form.**