

**STATEMENT of POLICY and PROCEDURE**

Manual:	Human Resources	SPP No.	<b>HR 2.15</b>
Section:	Administration	Issued:	December 1, 2014
Subject:	<b>Accessibility for Ontarians with Disabilities</b>	Effective:	December 1, 2014
Issue to:	All Manual Holders	Page:	1 of 3
		Replaces:	<b>New</b>
Issued by:	COO	Approved:	December 1, 2014

**1 POLICY**

The Thunder Bay Regional Research Institute (TBRI) strives to provide services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefit of the same services, in the same place and in a similar way to all customers. This policy will be supplemented by the Thunder Bay Regional Health Science's various policies on Accessibility, when necessary.

**2 SCOPE**

This policy applies to all TBRI employees, students, contractors, and volunteers.

**3 PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

TBRI is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

**Communication:** We will communicate with people with disabilities in ways that take into account their disability, including providing verbal explanations for the vision impaired, and written explanations for the hearing impaired. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

**Telephone Services:** We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly when necessary.

**Assistive Devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will provide training with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

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**Billing:** We are committed to providing accessible invoices to all of our customers. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

**Use of Service Animals and Support Persons:** We are committed to welcoming people with disabilities who are accompanied by a service animal or support person on the parts of our premises that are open to the public and other third parties. Fees will not be charged for support persons; however, they may have to participate in area specific safety training. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

**Notice of Temporary Disruption:** We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities (eg. elevators, stairs, accessible washrooms and disabled door openers). This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. 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. The notice will be placed on all entrance ways and on our website, [www.tbrii.com](http://www.tbrii.com).

**Training for Staff:** TBRII will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 provider's premises or otherwise that may help with the provision of goods or services to people with disabilities.

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All TBRI staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

**Feedback Process:** Comments on TBRI's services regarding how well these expectations are being met are welcome and appreciated. Customers who wish to provide feedback on the way TBRI provides goods and services to people with disabilities can do so by contacting our HR Department at 807-684-6466 or via email at [niederet@tbh.net](mailto:niederet@tbh.net). All feedback, including complaints, will be reviewed and dealt with accordingly by our HR Department. Customers can expect to hear back in 5 business days.