



PEO POLICY NUMBER: *TBD*

**Customer Service Accessibility
Policy**

Date of Policy: November 24, 2011

Required by legislation

Review Date: November 24, 2013

Policy Statement	<p>Professional Engineers Ontario is committed to providing equal access to people with disabilities with respect to services/programs provided by PEO. PEO will make every reasonable effort to ensure:</p> <ul style="list-style-type: none"> • that services/programs are provided in a manner that respects the dignity and independence of persons with disabilities; • the provision of services/programs to persons with disabilities, and others, are integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use, or benefit from the services provided by PEO; and • People with disabilities are given an opportunity – equal to that given to others – to obtain, use and benefit from the services provided by PEO. • PEO is committed to communicating with people with disabilities in a manner that takes into account a person’s disability.
Purpose	<p>The purpose of the Policy is to provide guidelines for the delivery of PEO services to people with disabilities, in compliance with the requirements of the Accessibility Standards for Customer Service, O.Reg. 429/07, made under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>.</p>
Application and Scope	<p>This Policy shall apply to every person who deals with members of the public or other third parties on behalf of PEO, whether the person does so as an employee, member of Council, volunteer or otherwise.</p>
Definitions	<p>“Assistive device” means – a device used to assist persons with disabilities in carrying out activities or in accessing the services and programs provided by PEO;</p> <p>“Disability” means –</p> <p>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, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance of a guide dog or other animal or on a wheelchair or other remedial appliance or device,</p>

	<p>b) a condition of mental impairment or 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 <i>Workplace Safety and Insurance Act, 1997</i>.</p> <p>“Guide dog” means – a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the <i>Blind Persons’ Rights Act, R.S.O. 1990 c.B.7</i>.</p> <p>“service animal” means – 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 or 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.</p> <p>“Service disruption” means – a planned or unplanned unavailability of PEO’s facilities or services, including but not limited to closed washroom facilities, elevators and websites that are inoperable due to maintenance.</p> <p>“Support person” means – a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.</p>
<p>Use of Support Persons</p>	<p>PEO is committed to welcoming people with disabilities who are accompanied by a support person.</p> <ul style="list-style-type: none"> • If a person with a disability is accompanied by a support person, PEO shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. • If fees are charged for admission to a PEO event, PEO shall ensure that notice is given in advance about the amount, if any, payable by the support person of a person with a disability
<p>Use of Service Animals</p>	<p>PEO is committed to welcoming people with disabilities who are accompanied by a service animal.</p> <ul style="list-style-type: none"> • If a person with a disability is accompanied by guide dog or other service animal, PEO shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, PEO shall ensure that other measures are available to enable to the person with a disability to obtain, sue of benefit from the PEO’s services/programs. • If it is not readily apparent that the animal is a service animal, PEO may ask the person with a disability to verify that the animal is a service animal by producing a certificate or document that the animal is required for the assistance of that person. • It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is under control at all

	times.
Assistive Devices	<p>PEO is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from PEO services/programs.</p> <ul style="list-style-type: none"> • PEO will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services/programs offered. • Should a person with a disability be unable to access PEO’s services /programs through the use of their own personal assistive device, PEO make every reasonable effort to work with the individual to: <ul style="list-style-type: none"> ○ assess service/program delivery and potential service/program options to meet the needs of the individual; and ○ Identify alternative services/programs and how a person with a disability can access the services/programs, either temporarily or on a permanent basis.
Notice of Temporary Disruptions	<ul style="list-style-type: none"> • If, in order to obtain, use or benefit from PEO’s services/programs, persons with disabilities usually use particular facilities or services of PEO and if there is a temporary disruption in those facilities or services in whole or in part, PEO shall make every reasonable attempt to give notice of the disruption. • Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. • Notice may be given by posting the information at a conspicuous place on the PEO premises or by posting it on PEO’s website, or by such other method as is reasonable in the circumstances.
Training for Staff	<ul style="list-style-type: none"> • PEO shall ensure that the following persons receive training about the provision of services/programs to persons with disabilities: <ul style="list-style-type: none"> ○ Every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise. ○ Every person who participates in developing PEO’s policies, practices and procedures governing the provision of services/programs to members of the public or other third parties. • The training must include a review of the purposes of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>, the requirements of this policy and instruction about the following matters, as necessary: <ul style="list-style-type: none"> ○ How to interact and communicate with persons with various types of disability; ○ How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person; ○ How to use equipment or devices available on PEO’s premises or otherwise provide by PEO that may help with the provision of services to a person with a disability; and ○ What to do if a person with a particular type of disability is having

	<p>difficulty accessing PEO's services/programs.</p> <ul style="list-style-type: none"> • The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties. • Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of services/programs to persons with disabilities. • PEO will maintain records of the details of the training provided, as well as the name of the person, location and date the training was completed.
Feedback Process	<ul style="list-style-type: none"> • Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service /program improvements. • Feedback from a member of the public about the delivery of services/programs to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods of communication. Contact information: Director, People Development 40 Sheppard Ave, West Toronto, ON M2N 6K9 416-840-1106 or 1-800-339-3716, ext 1106 peopledevelopment@peo.on.ca • Information about the feedback process will be readily available to the public and notice of the process will be posted on PEO's website and/or in other appropriate locations.
Notice of Availability of Documents	<ul style="list-style-type: none"> • Documents required by the Accessibility Standards for Customer Service will be posted on PEO's website or by contacting the PEO Director, People Development.
Format of Documents	<ul style="list-style-type: none"> • Where PEO is required by law to give a copy of a document to a person with a disability, PEO shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability, within a reasonable period of time. • The provider of services and the person with a disability may agree upon the format to be used for the document or information.
Requesting accessible services	<ul style="list-style-type: none"> • A person with a disability who has a special need may request an accommodation with respect to PEO's services/programs. The request should be made as soon as possible. • PEO will assess on a case-to-case basis and make our best reasonable efforts to respond to it effectively and in accordance with the principles established under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> and the <i>Ontario Human Rights Code</i>.
Procedures	<ul style="list-style-type: none"> • It will be the responsibility of the Deputy Registrars / Chief Administrative Officer for each division to ensure compliance with this policy.

	<ul style="list-style-type: none"> Plans and procedures may be amended from time to time, as required, in response to feedback from the public and changing legislative requirements. PEO's Accessible Customer Service Plan forms Appendix A of this Policy.
Precedence	This policy takes precedence over all other policies.
Responsibility	Council; CEO/Registrar; Corporate leadership team; PEO Staff; Volunteers.

APPENDX A: ACCESSIBLE CUSTOMER SERVICE PLAN

Professional Engineers Ontario (PEO) is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

PEO is committed to communicating with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on PEO's premises.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on PEO's premises.

If fees are charged for admission to a PEO event, advance notice will be provided about the amount, if any, payable by the support person of a person with a disability. We will notify customers of this in all promotional material for all PEO events and on our website.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities PEO will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted at conspicuous places throughout the PEO premises and placed on PEO's website as well as on the telephone voice message system.

Training for Staff

PEO will provide training to all employees and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Chapters:

- Chapter Executives
- Chapter Mentors
- Chapter Government Liaison Program Representatives
- Complaints Review Councillor
- Consulting Engineer Designation Committee
- Experience Requirements Committee
- Discipline Committee
- Registration Committee

All PEO staff will be trained by the end of 2011, after which, training will be provided at two year intervals. Staff hired within those two year intervals will be required to attend the training. As part of new hire orientation, employees will be required to read the Ontario Government publication: *Accessibility Standard for Customer Service training tips for employees.*

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- PEO's plan related to 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 any equipment or devices intended to assist PEO in providing services/programs to people with disabilities.
- Staff will also be trained when changes are made to this plan.

Feedback process

Customers who wish to provide feedback on the way PEO provides goods and services/programs to people with disabilities can provide feedback verbally, by email or in writing to the Director, People Development at:

40 Sheppard Ave, West,
Toronto, ON M2N 6K9
416-840-1106 or 1-800-339-3716, ext 1106
peopledevelopment@peo.on.ca

Feedback will be acknowledged within 7 days of receipt and will be addressed according to PEO's regular feedback management procedures.

Modifications to this or other policies

Any policy of PEO that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

This policy will be posted on PEO's website at www.peo.on.ca