

*Leads'*  
*Accessibility*  
*Policy*



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[www.leadsservices.com](http://www.leadsservices.com)

Translators/Interpreters are available if you need them / Des interprètes sont disponibles si vous avez besoin

Leads is committed to meeting its current and ongoing obligations under both the *Ontario Human Rights Code and the AODA (Accessibility for Ontarians with Disabilities Act, 2005)*.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

In accordance with the *Accessibility Standards for Client Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Service Animals
- D. The Use of Support Persons
- E. Notice of Disruptions in Service
- F. Training
- G. Client Feedback
- H. Notice of Availability and Format of Required Documents
- I. Modifications to this or other Policies

### The Provision of Goods and Services to Persons with Disabilities

Leads Employment Services will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients receive the same value and quality;
- Allowing clients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when requested and possible to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services, including the provision of language and interpretation services; and
- Communicating in a manner that takes into account the client's disability. This may include the following:
  - When providing customer service for clients with any type of disability, we ask the client how we can help; we don't assume what the client can and cannot do; we speak normally, clearly, and directly and are prepared to explain any materials we provide.

### The Use of Assistive Devices

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

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a client with an oxygen tank may involve ensuring the client is in a location that would be considered safe for both the client and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client.

The following assistive devices are available on a first-come, first-serve basis and upon request, to assist clients in accessing our goods and services:

- Accessible Keyboard
- Accessible Computer Mouse

### The Use of 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 clients.

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 client another way of providing goods, services or facilities

Please note that all clients accompanied by service animals are responsible for maintaining care and control of the animal at all times.

## The Use of 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, Leads 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, Leads 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

If Leads determines that a support person is required, we will waive the admission fee or fare [if applicable] for the support person.

## Notice of Disruptions in Service

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, Leads will notify clients 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.

When disruptions occur, Leads Employment Services will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Leads Employment Services website;
- Contacting clients with appointments;
- Verbally notifying clients when they are making a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.

## Training

Leads will provide accessible customer service training to:

- Every person, who is an employee of, or volunteer with, Leads
- Anyone involved in developing our policies
- Anyone who provides goods, services or facilities to clients on our behalf.

Staff will be trained on accessible customer service during their orientation period at Leads.

Training will include:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard

- A review of Leads' policies, procedures, and practices related to providing accessible customer service to clients with disabilities
- Instruction on how to interact and communicate with people with various types of disabilities
- Instruction on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Instruction on 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:
  - Accessible keyboards and accessible mouse (for computers)
- Instruction on what to do if a person with a disability is having difficulty accessing Leads' goods, services, or facilities.

Leads will keep a record of training that includes the dates that we provided training and the number of employees who attended the training.

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

### Feedback Process

Leads will provide clients with the opportunity to provide feedback on how we provide accessible customer service. Client feedback will help us identify barriers and respond to concerns. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Clients can submit feedback to:

- [info@leadsservices.com](mailto:info@leadsservices.com)

Clients who wish to provide feedback by completing an onsite client feedback form or verbally can do so to any employee of Leads Employment Services.

Clients that provide formal feedback will receive acknowledgement of their feedback within five days from the time that the feedback is received by Leads, along with any resulting actions based on the concerns or complaints that were submitted.

### Notice of Availability of Documents

Leads will notify clients that documents related to the Customer Service Standard are available upon request. Notification will be given by posting the information in a conspicuous place owned and operated by Leads Employment Services, the Leads Employment Services' website and/or any other reasonable method.

Leads 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.

### Modifications to this or other Policies

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