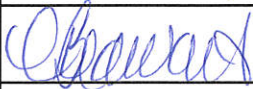




HUMAN RESOURCES POLICY AND PROCEDURE MANUAL			
Section:	Six: Integrated Accessibility Standards Regulation (O.Reg 191/11) Accessibility Standards For Customer Service	Policy No:	HRM-6.3
Approved by:	Carole Beauvais, CEO	Date of Issue:	November 2011
Signature:		Date of Approval:	October 2016
Revision Date:	October 2013; June 2014, June 2015		
Date of Next Review:	June 2017	Reviewed/ Revised by:	Human Resources
External References:			
This Policy Applies to: All Employees and Stakeholders			
Policy Name:	OPERATING PROCEDURES FOR THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION		

1.0 POLICY

Nucleus is committed to creating an environment that is accessible to all persons and that treats all members of the community with respect and dignity. As such, and in keeping with the Integrated Accessibility Standards Regulation for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Right Code, Nucleus will strive to continuously improve the way in which we recognize and meet the needs of individuals with disabilities in our community, so that they may benefit from improved access to our services.

2.0 PURPOSE

To explain the procedures for the Integrated Accessibility Standards Regulation including Customer Service.

3.0 PROCEDURE OR GUIDELINES

Nucleus will work to reduce and/or eliminate barriers, including physical, environmental, attitudinal, communication, technological and systemic that may prevent the full participation of persons with disabilities in Nucleus's services, in accordance with the AODA.

The achievement of the Nucleus's goal relating to accessibility depends on the participation of each and every person participating at Nucleus, including employees, interns, facilitators and contracted agents. Everyone has a role in creating an equitable and inclusive environment, as well as in the accommodation process and the identification, removal, and/or reduction of accessibility barriers.

All Nucleus employees and volunteers are required to take a person's disability into account when communicating with a person who has a disability.

In keeping with the principles of independence, dignity and integration, Nucleus supports the right of a person with a disability to:

- Use their own assistive devices to access our services, if needed
- Use the support of a support person to access our services, where needed
- Use service animals in our location

In keeping with our commitment to provide excellent services to all clients including persons with disabilities, Nucleus will:

- Train all employees so that they may understand the Integrated Accessibility Standards Regulation of AODA. This training will include an overview of any applicable Nucleus procedures as well as Accessible Customer Service Tips which will provide guidance on:
 - How to interact and communicate with persons with various types of disabilities
 - How to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog or other service animal or the assistance of a support person
 - How to use any Nucleus equipment, services or devices that the organization may acquire that would assist people with disabilities to be able to better access our services
 - What to do if a person with a particular type of disability is having difficulty accessing our location
 - What to do in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- This training will be provided to employees as a component of general Nucleus orientation within the first 2 months of commencement of duties

If/when Nucleus experiences a temporary disruption of service or access to facilities that people with disabilities may rely on, notices will be placed conspicuously:

- At the location experiencing the disruption, by the manager/supervisor
- On Nucleus's website when deemed appropriate

Such notices will include the reason for the disruption, the expected duration of the disruption and suggested alternatives that may be available to the person with the disability.

Nucleus welcomes feedback about how accessible our customer service approaches are in meeting the needs of people living with various types of disabilities. Any feedback about how to improve the accessibility of our customer services is important to us. This feedback may be provided in the following ways:

- By regular mail addressed to Nucleus's Chief Executive Officer

- By e-mail to the Chief Executive Officer
- By telephone: 905 829 4499

Instructions on how to provide feedback about the accessibility of our customer services will be posted on our website. Responses will be provided within seven (7) business days of the receipt of the feedback. Accessible formats and/or communication supports will be provided upon request.

If a person would like to register a complaint about Nucleus's accessibility to persons with disabilities, it is request that the complaint be made in writing wherever possible.

All written complaints will be treated as formal complaints and will receive written follow- up within seven (7) business days of the receipt of the complaint. Instructions on how to register a formal complaint will be posted on our website.

4.0 RESPONSIBILITY

Human Resources
Chief Executive Officer

5.0 CORRESPONDING/RELATED POLICES/FORMS/APPENDICES

- Overview of Accessibility for Ontarians with Disabilities Act, 2005, 6.1
- Accessibility Policy
- Accessibility Accommodation Request Chart
- AODA Training 2016