



<b>Section:</b> Customer Service	<b>Number:</b> 7.5.P.v1
<b>Subject:</b> Providing Goods and Services to People with Disabilities	<b>Associated Form Number:</b> N/A
<b>Effective Date:</b> October, 2011	<b>Reviewed Date:</b> New
<b>Revised Date:</b> New	<b>Next Review Date:</b> December, 2012

## OUR MISSION

OTN’s mission is to develop and support telemedicine solutions that enhance access and quality of health care in Ontario, and inspire adoption by health care providers, organizations, and the public.

## OUR COMMITMENT

In fulfilling our mission, OTN strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. OTN is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

## PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

OTN 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:

### 1. Communication

OTN will communicate with people with disabilities in ways that take into account their disability. OTN will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### 2. Telephone Services

OTN is committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. OTN will offer to communicate with customers by email, TTY and relay services if telephone communication is not suitable to their communication needs or is not available.

### 3. Assistive Devices

OTN is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. OTN will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

### 4. Billing

OTN is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail. OTN 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

OTN is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. OTN 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.

OTN is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter OTN's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

## NOTICE OF TEMPORARY DISRUPTION

OTN 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. This 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 placed at all public entrances and service counters on our premises.

## STAFF TRAINING

OTN will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided within the first 30 days after staff commence their duties.

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;
- What to do if a person with a disability is having difficulty in accessing OTN's goods and services;
- OTN's policies, practices and procedures relating to the customer service standard.

Applicable 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

OTN's ultimate goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way OTN provides goods and services to people with disabilities can be made by calling 1-866-454-OTN1 (6861). Complaints will be addressed/responded to in accordance to OTN's complaint management procedure.

## MODIFICATIONS TO THIS OR OTHER POLICIES

OTN is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this Policy before considering the impact on people with disabilities. Any OTN policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## QUESTIONS ABOUT THIS POLICY

This Policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this Policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Vice President, Customer Services/Chief Privacy Officer.

## REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005

## RELATED DOCUMENTS

Subject: Complaint Management Procedure	Number