

<b>Section:</b> Customer Care Center	<b>Number:</b> 07.05.PP.v2
<b>Subject:</b> Providing Goods and Services to People with Disabilities	<b>Associated Document Form Number:</b> N/A
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## PURPOSE

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.

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.

The purpose of this policy is to ensure OTN is compliant with the applicable sections of the 'Accessibility for Ontarians with Disabilities Act, 2005 and Ontario Regulation 429/07.

## SCOPE

This Policy applies to all OTN employees, volunteers and others who deal with the public or other third parties on their behalf.

## POLICY

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 is 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.

### 5. WEBSITES

#### PREAMBLE

OTN is committed to comply with Section 14(4) of the Integrated Accessibility Standards (IAS) regulations that is part of the Accessibility of Ontarians with Disabilities Act (AODA):

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

This section requires that certain website accessibility standards be met for all new OTN-owned websites on specific dates.

#### DEFINITIONS

A new website is defined as one with a new domain or one that has undergone an update that impacted more than half of its content, design, or technology:

[http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/iasr\\_guides/website\\_en.pdf](http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/iasr_guides/website_en.pdf)

#### LEVEL OF COMPLIANCE

OTN is committed to adhere to the Web Content Accessibility Guidelines (WCAG) 2.0 – Level A starting January 1, 2014 and Level AA starting January 1, 2021 (ref.

<http://www.w3.org/WAI/WCAG20/quickref/> .

### 6. 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.

### 7. NOTICE OF SERVICE 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.

## ROLES AND RESPONSIBILITIES

OTN 's Human Resources Department will be responsible for ensuring all employees, volunteers and others who deal with the public or other third parties on their behalf complete required training.

OTN's Customer Care Center will be the owner of this Policy.

OTN's Communications and Marketing team will be responsible for Web Site compliance requirements.

## PROCEDURE

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 commences 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

## 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.

## MODIFICATION OF THIS AND OTHER RELATED 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, the Vice President Customer Experience.

## VIOLATIONS

Employees who willingly and deliberately violate this policy will be subject to disciplinary action up to and including termination of employment or contract and depending on the circumstances,

## REFERENCES

Service Ontario eLaws: Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005 Chapter 11:  
[https://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](https://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

Accessibility for Ontarians with Disabilities Act, 2005:  
[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

Ministry of Economic Development, Employment & Infrastructure:  
[http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/info\\_comm/index.aspx](http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/info_comm/index.aspx)

## RELATED DOCUMENTS

Subject	Number
Privacy complaint policy and procedure	18.75.PP