



## **Accessible Customer Service Plan for Cogir Senior Living**

### **Providing Goods and Services to People with Disabilities**

Cogir Senior Living is committed to excellence in serving all customers including people with disabilities.

This policy is intended to meet the requirements of contained in Part IV.2 of the *Integrated Accessibility Standards Regulation (O. Reg. 191/11)* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Cogir Senior Living shall follow the principles of dignity, independence, integration, and equal opportunity.

### **Assistive Devices**

Cogir Senior Living recognizes that some customers with disabilities use assistive devices in order to access or benefit from the Cogir Senior Living's services. Cogir Senior Living will use its best efforts to accommodate all assistive devices. However, if necessary, Cogir Senior Living will use alternate methods to provide service to customers with disabilities in a manner that takes their disability into consideration.

Cogir Senior Living will ensure that employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### **Communication**

We will communicate with people disabilities in ways that take into account their disability.

### **Service Animals**

Cogir Senior Living welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If the service animal is legally excluded from some parts of the common areas of the premises, Cogir Senior Living will provide alternative measures to enable the person to obtain, use or benefit



from the service.

If it is not readily apparent that an animal is being used as a service animal for reasons relating to the customer's disability, Cogir Senior Living may request verification from the customer. Verification may include:

- A letter from a physician, nurse or a Regulated Health Professional (e.g., chiropractor, audiologist, optometrist) confirming that the person requires the animal for reasons related to the disability.
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog school or service animal training school.

The customer that is accompanied by a service animal is responsible for always maintaining care and control of the animal.

If a health and safety concern presents itself, for example in the form of severe allergy to the animal, Cogir Senior Living will make all reasonable efforts to meet the needs of all individuals.

## **Support Persons**

Cogir Senior Living recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter our premises together with the support person and will not be prevented from having access to the support person while on the premises.

When necessary to protect the health or safety of a person with a disability, Cogir Senior Living may require a person with a disability to be accompanied by a support person when on the premises. Before making such a decision, Cogir Senior Living will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

In situations where confidential information will be discussed, consent will be obtained from the customer, prior to any conversation where confidential information is discussed.

If the customer is paying for additional services, such as a meal or an outing, support persons may also be required to pay all or a portion of those costs at the discretion of the site. In situations where Cogir Senior Living requires accompaniment by a support person, Cogir Senior Living will waive the admission fee or fare for the support person, if one exists.

## Notice of Temporary Disruption

Cogir Senior Living will make every effort to notify customers with disabilities of any planned or unexpected disruption to its service or facilities. This notice will include information on the reasons for the disruption, the expected length of the disruption and a description of alternative facilities or services, if available. There may be situations where advanced notice will not be possible.

Where practical, this information will be posted on the premises. Customers with appointments will be contacted and informed of the disruption.

## Training for Staff

Training on how to interact with persons with disabilities will be provided to all employees, volunteers, agents and/or contractors or other applicable third parties that act on behalf of Cogir Senior Living.

As reflected in *Ontario Regulation 191/11*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Cogir Senior Living's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Cogir Senior Living will provide training as soon as practicable to all current employees. Training will also be provided to new employees, volunteers, agents and/or contractor during orientation. Revised training will be provided in the event of changes to legislation,



procedures and/or practices.

Cogir Senior Living will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

### **Feedback Process**

Customers who wish to provide feedback on the way the Cogir Senior Living provides goods and services are asked to first bring their concern to the Manager or Employee in charge. If he or she is not able to resolve your concern, we are pleased to offer you the following methods of resolving your concerns or complaints:

- Email our AODA Coordinator  
AODA.Coordinator@cogirseniorliving.ca
  
- Telephone  
  
Rapid Response Line at 1-877-929-9222  
Corporate Head Office at 1-888-549-5450
  
- Write to our corporate head office  
  
Cogir Senior Living AODA  
Coordinator 5015 Spectrum  
Way, Suite 600 Mississauga,  
ON L4W 0E4
  
- Website  
  
Contact us - <https://www.cogirseniorliving.ca/contact-us/>

In order to ensure the feedback process is accessible, Cogir Senior Living will provide or arrange for accessible formats and communication supports, on request.

Complaints will be dealt with according to Cogir Senior Living's regular complaint management procedures.

### **Modifications to this or Other Policies**

Cogir Senior Living is committed to developing customer service policies that respect and



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

### **Notification of Availability and Format of Documents**

Cogir Senior Living shall notify customers that the documents related to the *Accessibility Standard for Customer Service* is available upon request and, where possible, in an accessible format or with communication support.

Notification will be given by having this information available at each site, on the Cogir Senior Living website [www.cogirseniorliving.ca](http://www.cogirseniorliving.ca) and by any other reasonable method. Copies of these documents will also be available to employees via The Hub – Cogir Senior Living intranet.