



# Accessible Customer Service Policy

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May 2019

## Intent

This policy is intended to meet the requirements of the ***Accessibility Standards for Customer Services, Ontario Regulation 429/07***, 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 the goods themselves.

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

## Scope

- a) This policy applies to the provision of goods and services at premises both permanently and temporarily occupied by CanGift.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public, or other third-parties that act on behalf of CanGift, including when the provision of goods and services occurs off the premises of CanGift such as, but not limited to:
  - Special Events: trade shows, educational programs, entertainment
  - Meetings: annual general, executive, board, committee, member
- c) The section of the policy addressing the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at the permanent premises occupied by CanGift.
- d) This policy shall also apply to all persons who participate in the development of CanGift's policies, practices and procedures governing the provision of goods and services to members, the public and/or third-parties.



## Definitions

**ASSISTIVE DEVICE:** – An assistive device is any piece of equipment a person with a disability uses to help them with daily living. Some examples include: a wheelchair, screen reader, listening device or cane.

**DISABILITY:** – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impairment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

**GUIDE DOG:** – is a highly trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Person's Rights Act*, to provide mobility, safety and increased independence for people who are blind.

**SERVICE ANIMAL:** – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability.

**SERVICE DOG:** – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

**SUPPORT PERSON** – as reflected in *Ontario Regulation 427/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to



help with communication, mobility, personal care, medical needs or access to goods and services.

## General Principles

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

- A. Provisions of Goods and Services to Persons with Disabilities**
- B. The Use of Assistive Devices**
- C. The Use of Guide Dogs, Service Animals and Service Dogs**
- D. The Use of Support Persons**
- E. Notice of Service Disruptions**
- F. Customer Feedback**
- G. Training**
- H. Notice of Availability and Format of Required Documents**

### **A. The Provision of Goods and Services to Person with Disabilities**

CanGift 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 stakeholders receive the same value and quality;
- Allowing all stakeholders 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 possible to ensure that stakeholders 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; and
- Communicating in a manner that takes into account the stakeholders disability.



## **B. Assistive Devices**

### **GUEST'S OWN ASSISTIVE DEVICES(S):**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CanGift.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other measures will be used to ensure the access of goods and services.

### **ASSISTIVE DEVICES PROVIDED BY CANGIFT:**

The following assistive devices are available, on a first come first serve basis and upon request, to assist guests in accessing our goods and services while at the Toronto Gift + Home Markets:

- Wheelchairs

## **C. Guide Dogs, Service Animals and Service Dogs**

A guest with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No Pet” policies do not apply to guide dogs, service animals and/or service dogs.

### **FOOD SERVICE AREAS:**

A guest with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the ***Health Protection and Promotion Act, Ontario Regulation 562***.

### **EXCLUSION GUIDELINES:**

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) CanGift will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

### **APPLICABLE LAWS:**

The ***Health Protection and Promotion Act, Ontario Regulation 562, Section 60*** normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

The ***Dog Owner's Liability Act, Ontario*** provides that if there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit



bulls) and a provision of a by-law passed by the municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

#### **RECOGNIZING A GUIDE DOG, SERVICE DOG, AND/OR SERVICE ANIMAL:**

If it is not readily apparent that the animal is being used by the guest for reasons relating to his or her disability, CanGift may request verification from the guest.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability; or
- A valid identification card signed by the Attorney General of Ontario; or,
- A certificate of training from a recognized guide dog or service animal training school.

#### **CARE AND CONTROL OF THE ANIMAL:**

The guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

#### **ALLERGIES:**

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

### **D. Support Persons**

If a guest with a disability is accompanied by a support person, CanGift will ensure that both persons are allowed to enter the premises together and that the guest is not prevented from having access to the support person.

Support persons attending to a registered guest of a CanGift event do not need to be engaged in industry activities, but must show personal ID to obtain a guest badge.

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

#### **ADMISSION FEES:**

Fees will not be charged for support persons for admission to CanGift programs and events. Guests will be informed of this by a notice that is posted at registration sites and on our website [www.cangift.org](http://www.cangift.org).

### **E. Notice of Service Disruptions**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of CanGift. In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use CanGift's goods or services, reasonable efforts



will be made to provide advance notice. In some circumstances, such as in the situation of unplanned disruptions, advance notice may not be possible.

#### **NOTIFICATIONS WILL INCLUDE:**

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options

#### **NOTIFICATIONS OPTIONS:**

When disruptions occur CanGift will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and nearest accessible entrance to the service disruption and/or on the CanGift website; and
- By any other method that may be reasonable under the circumstances.

## **F. Customer Feedback**

In order to properly assess the needs of people with disabilities, CanGift has created a feedback process. We welcome comments from individuals on how effectively we are accommodating people with disabilities in the provision of our goods and services. 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.

#### **SUBMITTING FEEDBACK:**

Comments should be directed to:

**Carolyne Hoshoooley**

**Vice President | Membership Services**

**Direct Phone: 416.642.1030**

**Toll Free: 800.611.6100 ext. 1030**

**Email: choshoooley@cangift.org**

**Website: cangift.org**

**Mailing Address: Canadian Gift Association  
42 Voyager Court S  
Toronto, ON  
M9W 5M7**



Guests who wish to provide feedback onsite can complete and submit the customer feedback form or can speak directly with any CanGift employee.

Guests that provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **G. Training**

Training will be provided to all employees, including those involved in the development and approval of customer service policies, practices, and procedures. CanGift will confirm that all agents/contractors and third party suppliers who deal with the public on behalf of CanGift have met the standard and that those in their employment have been trained.

### **TRAINING PROVISIONS:**

As reflected in ***Ontario Regulation 429/07***, 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 ***Accessibility Standards for Customer Service, Ontario Regulation 429/07***
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact and communicate 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 at our temporary locations (Toronto Gift + Home Market) that may help people with disabilities.
- Instruction on what to do if a person with a disability is having difficulty accessing our services.
- CanGift's policies, procedures and practices pertaining to providing accessible customer service to guests with disabilities.

### **TRAINING SCHEDULE:**

CanGift will provide training as soon as practicable. Training will be provided to new employees, agents/ contractors and third-party suppliers who deal with the public or act on our behalf, during new employee orientation and pre-Toronto Gift + Home Market meetings. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### **RECORD OF TRAINING:**



CanGift will keep a record of training that includes the dates training was provided and the number of employees, agents and/or contractors who attended the training.

## **H. Notice of Availability and Format of Documents**

CanGift shall notify stakeholders that the documents related to the ***Accessibility Standards for Customer Service*** are available upon request and in multiple formats including: in print, electronically and verbally. Notifications will be given by posting the information at a conspicuous place at the associations' main premises and/or event locations, on CanGift's website and/or any other reasonable method.

## **Administration**

If you have any questions or concerns about this policy or its related procedures please contact:

**Carolyne Hoshoooley**

**Vice President | Membership Services**

**Direct Phone:** 416.642.1030  
**Toll Free:** 800.611.6100 ext. 1030  
**Email:** [choshoooley@cangift.org](mailto:choshoooley@cangift.org)  
**Website:** [cangift.org](http://cangift.org)  
**Mailing Address:** Canadian Gift Association  
42 Voyager Court S  
Toronto, ON  
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This policy and its related procedures will be reviewed as required in the event of legislative changes.