

## **ONFE Customer Service Policy re Accessibility Standards**

The Ottawa Network for Education (ONFE) is committed to providing equal treatment to people with disabilities with respect to the use and benefit of ONFE services and programs in a manner that respects their dignity and that is equitable in relation to the broader public.

### **Purpose**

The objective of this Policy is to provide guidelines for the delivery of ONFE services to people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005.

### **Assistive devices**

ONFE Staff, volunteers and third party contractors shall accommodate the use of personal assistive devices such as scooters, walkers etc. .

### **Service animals**

ONFE employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing ONFE services or goods unless the animal is otherwise excluded by law.

### **Support persons**

Where a person with a disability accessing ONFE services is accompanied by a support person, ONFE employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises..

### **Communication**

When communicating with a person with a disability, ONFE employees, volunteers and third party contractors shall do so in a manner that respects the person's disability.

### **Training**

All employees volunteers and third party contractors who deal with the public on behalf of ONFE shall receive training on accessible customer service. This includes information on the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07 as they pertain to the ONFE.