

**APPENDIX 2:**

**DIABETES CANADA AND NATIONAL DIABETES TRUST  
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)**

**ACCESSIBLE CUSTOMER SERVICE POLICY**

**Revised July 2016  
Next review date: July 2017**

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## **Introduction**

Diabetes Canada (DC) and the National Diabetes Trust (NDT) support the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the 2001 Ontarians with Disabilities Act (ODA) and the 2005 Accessibility for Ontarians with Disabilities Act (AODA).

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 (also referred to as the accessible customer service regulation or the “customer service standard”), came into force on January 1, 2008. It is the first accessibility standard created under the authority of the AODA and is a significant step toward the overarching goal of a barrier-free Ontario by January 1, 2025.

This policy has been revised to reflect the changes in the DC and NDT and outline what customers may expect of DC and NDT and ensures compliance within the AODA legislation. It is intended for employees, volunteers, contractors and 3rd party groups that interact with people of Ontario on behalf of the DC and NDT.

## **Purpose**

This policy exists to ensure quality customer service accessibility to customers with disabilities. Its aim is to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person’s disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and provided with equal opportunities whenever they interact with DC and NDT.

**This policy is available in alternate formats upon request.**

## **Building on Our Mission**

Diabetes Canada is committed to lead the fight against diabetes by:

- Helping those affected by diabetes to live healthy lives
- Preventing the onset and consequences of diabetes
- Discovering a cure

Building on this, DC and NDT strive to provide goods and services in a way that respects the dignity and independence of persons with disabilities and ensuring that

customers with disabilities receive accessible goods and services with the same quality and timeliness as others do.

### **Assistive Devices**

People with disabilities may use assistive devices as required to access goods and/or services provided by the organization unless otherwise prohibited by law. An assistive device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

### **Use of Support Persons and Service Animals**

People with disabilities are permitted to be accompanied by a support person to help with communication, mobility, personal care or medical needs in all areas of the organization that are open to the public.

Support persons will not be charged for any fee based event or activity when supporting people with disabilities.

People with disabilities may also be accompanied by their service animal, unless the animal is excluded by another law. If such a case arises, employees will suggest appropriate alternatives and provide assistance.

### **Communication**

DC and NDT will communicate to people with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables people with disabilities to communicate effectively for purposes of using, receiving and requesting the organization's goods, services and facilities.

### **Training for Employees**

DC and NDT will provide training to employees, volunteers, contractors and 3rd parties about the Accessibility Standards for Customer Service, Ontario Regulation 429/07 policy and topics as outlined in the standards. Going forward, all new employees will take this training as part of their orientation.

In addition, where an assistive device is provided by DC or NDT, employees will be trained in its proper usage.

## **Notice of Temporary Disruptions**

DC and NDT will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any).

## **Feedback Process**

The goal of this policy is to meet service delivery expectations while serving customers with disabilities. Comments on our programs and services regarding how well those expectations are being met are welcomed and appreciated. Feedback can be provided in person, by telephone, in writing, or by email.

Diabetes Canada  
ATTN: Accessibility Officer  
1400-522 University Ave.  
Toronto, Ontario M5G 2R5

Telephone: 416-363-3373  
Toll-Free Phone: 1-800-BANTING (1-800-226-8464)  
Email: [accessibility@diabetes.ca](mailto:accessibility@diabetes.ca)

## **Questions about this Policy**

This policy exists to ensure quality customer service is accessible to customers with disabilities. If anyone has a question about the policy, if the purpose of this policy is not understood, or to receive a copy of this policy, please contact:

Diabetes Canada  
ATTN: Accessibility Officer  
1400-522 University Ave.  
Toronto, Ontario  
M5G 2R5

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