



ACEP-CAPE

Accessible Member Service Policy

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Object & Purpose

ACEP-CAPE (or the “**Association**”) strives for excellence in serving all our members. The purpose of this policy is to meet service delivery expectations while serving members with disabilities. We are committed to ensuring that persons with disabilities have equal access to our services and receive the same quality of services, in a manner that respects their dignity and independence.

This policy has been adopted pursuant to the ***Accessibility Standards for Customer Service*** enacted under the ***Accessibility for Ontarians with Disabilities Act, 2005*** (the “**AODA**”), but it reflects the longstanding practice and commitment of our Association to accommodate the needs of persons with disabilities in the provision of our services, and to eliminate barriers that may impede access to our services.

Our commitment is demonstrated in the following ways:

1. Communication

We communicate with members and visitors who have disabilities in ways that take into account their disability and facilitate effective communications. All employees of our Association will be trained on how to communicate appropriately with people with various types of disabilities.

2. Assistive Devices

While we do not provide assistive devices to members or visitors, we invite anyone to use their own assistive device in order to access or benefit from our services. All employees of our Association will be trained on how to interact with people who use a variety of assistive devices.

3. Support Persons

We welcome members and visitors who are accompanied by a support person to our premises. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while in

our office. All employees of our Association will be trained on how to interact with people who are accompanied by a support person. We have policies in place to safeguard a member's confidential information when communications occur in the presence of the member's support person.

4. Service Animals

We welcome members and visitors who rely on service animals. We will ensure that individuals are comfortable bringing a service animal into our premises and that the animal's working role will be respected at all times. All employees of our Association will be trained on how to interact properly with people who rely on service animals.

Training

We will provide training to our employees in the above-noted areas as part of our orientation for newly hired employees, as well as ongoing training whenever changes are made to relevant policies or procedures. Training will also be provided to the Directors of the Association's National Executive Committee.

Notice of Temporary Disruption

Should there be a planned or unexpected disruption in our services, we will notify our members in a timely manner. We will post on our website, our social media accounts, and at all public entrances to the Association a notice that will include, where known, information about the reason for the disruptions, its anticipated length of time and a description of alternative facilities, if available.

Feedback

Our goal is to ensure unimpeded access to our services for all persons with disabilities, in a manner that respects their dignity and independence and is consistent with the principles of integration and equal opportunity. We welcome

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and appreciate feedback on whether our services are being provided to persons with disabilities in a manner that achieves this goal.

Feedback can be provided to us by phone or in writing by email, fax, regular mail or personal delivery. If you prefer to provide feedback in person, an appointment will be arranged. Please address your feedback or appointment request to the following individual:

Kendra McLaughlin

ACEP-CAPE

350 Albert Street, Suite 1800

Ottawa, ON K1R 1A4

Telephone: 613-236-9181

Toll free telephone: 1-800-265-9181

Fax: 613-236-6017

Email: kmclaughlin@acep-cape.ca

The privacy and confidentiality of individuals who contact us will be respected. However, we also welcome anonymous feedback.

We will endeavour to acknowledge all feedback (except anonymous feedback) within 10 business days, with the understanding that follow-up may be required. All feedback will be reviewed for possible action that can be taken to improve our service delivery. Where possible, feedback will be addressed immediately.

However, some feedback may require more time to address. Individuals will be notified of the anticipated time required to address their concerns and of the actions that are ultimately taken by the Association.

We will respond to all feedback in a manner that takes into account the individual's disability, if any.

Related Policies

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This policy applies and should be read in conjunction with our Association's other policies that affect the provision of services to members and visitors with disabilities.

Those policies include:

- ACEP-CAPE 2024 to 2029 Multi-Year Accessibility Plan
- Guidelines for Use of Respectful Terminology and for Communicating with People with Disabilities
- Guidelines for Interacting with Someone who uses an Assistive Device
- Guidelines for Interacting with Someone who relies on a Service Animal
- Guidelines for Interacting with Someone who is Accompanied by a Support Person

The above listed policies are available upon request.