

DEFINITION: Who is a person with a disability?

"Disability" means,

- (a) 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 impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the WSIB.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

Information about a disability is personal and private and staff and volunteers treat this issue as confidential. It is not necessary to ask for proof of a disability.

The customer service standard and other laws

There are other laws related to accessibility that applies to Copernicus Lodge covered by the customer service standard, such as the Ontario Building Code Act, 1992 and the Ontario Human Rights Code. The customer service standard does not replace or change what Copernicus Lodge does under these and any other laws. Where the standard sets different rules than other laws, Copernicus Lodge complies with both.

Failure to Comply?

It is important that all staff and volunteers understand their requirement to comply with this legislation as the government allows for enforcement of the customer service standard through inspections, compliance orders and administrative penalties.

HOW COPERNICUS LODGE COMPLIES WITH THE STANDARDS

Copernicus Lodge complies with the 14 requirements summarized below:

1. Copernicus Lodge has established policies, practices and procedures on providing services to people with disabilities.
2. Policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. People accessing our services have the right to use their own personal assistive devices to access services and about any other measures we offer (assistive devices, services, or methods) to enable them to access our services.
4. Copernicus Lodge staff and volunteers are trained to communicate with a person with a disability in a manner that takes into account his or her disability.
5. Copernicus Lodge permits people with disabilities to be accompanied by their guide dog or service animal in any area of our home.
6. Copernicus Lodge permits people with disabilities who use a support person to bring that person with them while accessing any services in our home.
7. Where admission fees are charged, Copernicus Lodge provides notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Copernicus Lodge provides notice when our facilities or services that people with disabilities rely on to access or use our services are temporarily disrupted. Such notices are posted throughout the building and on the "what's new" page on our website.
9. Copernicus Lodge provides annual training to staff, volunteers, contractors and any other people who interact with the public or other third parties on our behalf.
10. Copernicus Lodge trains staff, volunteers, contractors and any other people who are involved in developing our policies, practices and procedures on the provision of goods or services.
11. Copernicus Lodge has established a feedback form (located at reception) for people to provide feedback on how we provide services to people with disabilities and how we respond to any feedback and take action on any

complaints. Copernicus Lodge makes the information about our feedback process readily available to the public.

12. Copernicus Lodge documents in writing all our policies, practices and procedures for providing accessible customer service.
13. Copernicus Lodge posts a copy of this policy notifying customers that our policies are available upon request on our website.
14. When giving documents required under the customer service standard to a person with a disability, Copernicus Lodge provides the information in a format that takes into account the person's disability (ie. a CD disc and/or hard copy sheets).

PROCEDURE

Policies, Practices and Procedures

To comply with the Accessibility for Ontarians with Disabilities Act, 2005, when developing policies, practices and procedures within Copernicus Lodge, Managers ensure that these are developed consistently with the principles of good customer service standard recognizing dignity, independence, integration and equality of opportunity.

Dignity - service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Independence - when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.

Integration - service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

Equal opportunity - service is provided to a person with a disability in such a way that they have an opportunity to access our services equal to that given to others.

1. Our Mission

Staff abides by the mission of Copernicus Lodge.

2. Our Commitment

In fulfilling our mission, Copernicus Lodge strives at all times to provide our services in a way that respects the dignity and independence of people with disabilities. Copernicus Lodge is committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as seniors who qualify for our services.

3. Providing Service to People with Disabilities

Copernicus Lodge is in the people business, and on a daily basis, we serve seniors with varying disabilities, so we are committed to excellence in serving all customers including people with disabilities.

The Accessibility Bag at Reception:

Located in the reception area is our Accessibility Bag which contains such things as “up to date information about our services in various formats, assistive devices (ie. laminated communication cards, magnifier glass, paper/pens, amplifier), and copies of the feedback forms etc. This bag is used by staff to ensure effective communication as required respecting a persons’ disability. The Placement Coordinator keeps the information in this bag up to date. A similar bag is located in our Adult Day Program and Supportive Housing areas.

Accessibility Signage throughout the building

At our main entrances we have placed signage in both English and Polish that demonstrates our commitment to accessibility for our customers. The signs ask anyone requiring assistance to speak with our receptionist to let us know how we may assist them.

A copy of the signage is in the administration forms.

3.1 Communication

Copernicus Lodge staff communicates with people with disabilities in ways that take into account their disability.

Inservice training is provided to staff on how to communicate with customers and how to interact and communicate with people with various types of disabilities. Laminated cards (in Polish and English) are available throughout the home and are used to communicate with people who are unable to communicate verbally.

3.2 Telephone Services

Copernicus Lodge is committed to providing accessible telephone service to our customers. Staff is trained on how to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

Copernicus Lodge offers to communicate with customers by email and letter if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices

Copernicus Lodge is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Copernicus Lodge ensures that staff knows how to use the following assistive devices available on our premises for customers:

- telephones with large numbers, amplifiers, lifts, utensils with modified handles, dietary: plate guards (for those with poor vision), adaptive utensils (arthritis or other movement challenges), two handled mugs with and without spout lids; mechanical lifts, laminated communication cards, magnifiers etc.

The Manager of Dietary Services keeps a catalogue of adaptive devices and the smallwares supplier gets whatever is needed. Copernicus Lodge serves food on white dishes with dark placemats since many customers may have some vision impairment.

The physiotherapist maintains extra assistive devices in the event one is needed and the customer has not brought one with him/her for temporary loan while in our home.

An extra wheelchair is kept at the back of the reception area in the event a customer is having difficulties walking and/or getting around the home due to our size.

3.4 Billing

Copernicus Lodge is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request:

1. hard copy
 2. large print
- e-mail
 - mail

Copernicus Lodge answers any questions customers may have about the content of the invoice in person, by telephone or email.

3.5 Policies

Copernicus Lodge establishes policies, practices or procedures that are specific to the nature of the goods and services offered and provide copies as requested.

4. Use of Service Animals and Support Persons

Copernicus Lodge welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Copernicus Lodge staff, volunteers and others dealing with the public allow the service animal to enter and do not touch the animal without permission of the customer. Staff

asks the customer about what support they need for the animal while on the premises (ie. bowl of water etc).

In the case of a service animal, staff does not require or request copies of the vaccination and license of the animal unless the person becomes a permanent resident at which time we would request such information.

Copernicus Lodge welcomes people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Copernicus Lodge's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to Copernicus Lodge's premises unless a meal is eaten by the Support Person. If a meal is eaten, the charge to the support person is the standard visitor meal ticket cost. Customers are informed of this by a notice that is posted in Copernicus Lodge's premises and upon arrival to Copernicus Lodge and included in the admission/tenancy agreements.

Staff and volunteers communicate DIRECTLY and ONLY with the customer and not the support person, unless directed to do so by the customer.

5. Notice of Temporary Disruption

Copernicus Lodge provides customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice is placed at the front public entrances, on bulletin boards and at the reception counter or personal calls are made when applicable. Notices are also posted on the 'what's new" page of our website.

6. Training for Staff

Copernicus Lodge's Education/CQI Coordinator ensures that annual training is provided to all employees, volunteers and others who deal with the public or other third parties on behalf of Copernicus Lodge and all those who are involved in the development and approvals of customer service policies, practices and procedures. All Management staff and reception staff are trained.

The Education/CQI Coordinator ensures that this training is provided upon hiring and annually.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use assistive devices , e.g. amplifier, wheelchair lifts, etc., available or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Copernicus Lodge’s services
- Copernicus Lodge’s policies, practices and procedures relating to the customer service standard.
- Specific training for reception staff and
- How to use the Accessibility Bag located at reception

Applicable staff is trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff is also trained on an ongoing basis when changes are made to these policies, practices and procedures. Staff is trained on possible barriers and solutions that can be taken.

Barriers and Solutions

Possible Barriers	Solutions
Vision loss	
Staff is not aware of the need to describe goods or services when a person cannot read a sign.	Copernicus Lodge makes it standard practice to describe to customers the goods or services offered if they are unable to view them due to vision loss
Deaf, deafened, oral deaf or hard of hearing	
Telephone services not accessible for customers who are Deaf, deafened, oral deaf or hard of hearing	Copernicus Lodge uses amplifiers and the highest volume on the telephone. Ensure staff is trained in, and practice using the amplifier and volume control on the telephones. Communicate by email.
Staff are not aware of the need to paraphrase or repeat more slowly what is said to customers when the customer has not understood the message.	Copernicus Lodge establishes the practice of paraphrasing and repeating communications more clearly to customers upon request or using other means such as passing notes back and forth. Use laminated cards as required.

Possible Barriers	Solutions
Speaking to customers with hands covering the mouth which does not allow for lip-reading	Speak clearly and make sure that nothing is covering the mouth when communicating with customers who lip-read.
Loud music and poor acoustics, making hearing difficult for people using hearing aids	Staff use laminated cards and/or use the pen and paper available and communicate through note-writing (ie. accessibility bag)
Intellectual/Developmental disability	
Use of complicated or technical language in customer service	Copernicus Lodge establishes the practice of using plain language and avoid technical language when communicating.
Ignoring customers who are more reserved or afraid to ask for help	Copernicus Lodge establishes the practice of building in extra time to deal with customers who need it and adjust the availability of other staff to help out as needed.
Learning disability	
Providing complicated documents to customers without explanation or opportunity to discuss or ask questions	Copernicus Lodge establishes the practice of discussing and explaining any documentation provided to customers to help with the understanding of the document.
Employees who are not flexible in offering alternative communication strategies or adequate time in providing service	Copernicus Lodge makes it a standard procedure to break up lengthy conversations into a series of shorter ones. This may assist customers who need additional time to process certain types of information. Use laminated picture cards.
Mental health disability	
Negative stereotypes about people with mental health disabilities resulting in disrespectful or impatient treatment.	Copernicus Lodge adds a training component to the regular training that staff receives on the needs of people with mental health disabilities. Copernicus Lodge makes it a standard procedure to break up lengthy conversations into a series of shorter ones and speaks more slowly so that some customers will not feel overwhelmed with the information. This may help to prevent anxiety in some customers.

Possible Barriers	Solutions
Physical disability	
Failure of staff to offer assistance when some services require particular agility and/or motor skills	Copernicus Lodge requires staff to assist customers in handling or reaching goods when requested. Provide or offer assistive devices as necessary.
Failure of staff to set aside convenient seating (close to rest rooms or exits)	Copernicus Lodge establishes the practice of setting aside convenient seating for people with physical disabilities.
Speech impairment	
Verbal speech is the only form of communication used to interact with customers.	Copernicus Lodge requires staff to have pen and paper on hand and communicate through note-writing when requested to do so. Use laminated cards.

If any of these or other barriers exist, management thinks about how to remove them in the development of new or revised policies, practices and procedures.

7. Feedback Process

The ultimate goal of Copernicus Lodge is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Copernicus Lodge provides goods and services to people with disabilities can be made by completing a feedback card (located at reception) and placing it into the suggestion box, by mail, email, and/or verbally. All feedback is directed to the Chief Executive Officer of Copernicus Lodge. Customers can expect to hear back in 3-5 days. Complaints are addressed according to Copernicus Lodge’s established complaint management procedures.

8. Modifications to this or other Policies

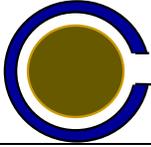
Copernicus Lodge is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes are made to this policy before considering the impact on people with disabilities. Any policy of Copernicus Lodge that does not respect and promote the dignity and independence of people with disabilities are modified or removed.

9. Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Chief Executive Officer of Copernicus Lodge.

Documents for Notifying the Public about Disruptions in Service

Sample 1



Copernicus Lodge

66 Roncesvalles Avenue
Toronto, Ontario M6R 3A7
Tel: 416-536-7122

Dear Customers,

The 2 small LTC elevators will be out of service from April 1 to 15 for routine maintenance. To access the upper level of the home, please use the large dietary elevator at the left side (code is 6666). We regret any inconvenience this may cause. If you have questions or concerns, please call the Director of Environmental Services at 416-536-7122 ext. 260.

Thank you.

Director of Environmental Services

Sample 2



Copernicus Lodge

66 Roncesvalles Avenue
Toronto, Ontario M6R 3A7
Tel: 416-536-7122

Dear Customers,

This accessible washroom is out of service due to a broken pipe. A repair person will be on the premises tomorrow to fix it. In the interim, you may use any of the other accessible washrooms at the same location on any of the other LTC floors. We apologize for any inconvenience.

Thank you.

Director of Environmental Services

Sample 3**Copernicus Lodge**66 Roncesvalles Avenue
Toronto, Ontario M6R 3A7
Tel: 416-536-7122**IMPORTANT MEMO****TO:** Residents, Families, Staff, Volunteers and Visitors**FROM:** Tracy Kamino, Chief Executive Officer
c.c. Department Managers**DATE:** November 9, 2011**RE: CLOSURE OF MAIN FRONT ENTRANCE - UPDATE**

I am writing to notify you that over the next few months Copernicus Lodge will be undergoing a renovation to the exterior front entrance of our home. The work being performed consists of a new driveway, 2 short term-drop off parking spaces, reconstruction of our main entrance front steps, a new, safer and more accessible wheelchair ramp (heated), new landscaping, outdoor patio etc. Our building is over 32 years old and in need of a much deserved facelift and upgrading to enhance resident accessibility and safety to and from the building.

This construction at times will restrict access to and from our building by staff, residents, families and visitors through this main entrance.

We are providing an alternative entrance for staff, resident and visitor access to and from the building during this renovation period. This entrance is located on the south side of the apartment building by the parking area (where the bike rack is and the entrance next to the ground floor main floor dining room).

This entrance is closely monitored through video surveillance and controlled by reception/security staff 24 hours a day with two-way voice communication. **We ask for your cooperation that when the front area is unsafe and under construction, that you enter and exit the building using this side door entrance and that you use the buzzer to notify reception staff to open the door for you.**

I apologize in advance for any inconvenience this will cause but know that the end result will be worth it. Thank you for your cooperation in this matter.

We expect the renovation work to be totally completed on November 21, 2011.

Should you have any questions or require further information, please do not hesitate to contact me or any Department Manager. Thanks for your attention to this matter.



Copernicus Lodge

66 Roncesvalles Avenue
Toronto, Ontario M6R 3A7
Tel: 416-536-7122Sample 3A**WAŻNE MEMORANDUM**

DO: Mieszkańców, Rodzin, Personelu, Wolontariuszy i Odwiedzających
OD: Tracy Kamino, Dyrektor Naczelnej
c.c. Dyrektorów/Kierowników Działów

DATA: 9-go listopada, 2011

SPRAWA: **ZAMKNIĘCIE GŁÓWNEGO WEJŚCIA DO BUDYNKU -
UAKTUALNIENIE**

Pragnę Państwa poinformować, że przez kilka następnych tygodni w Domu Kopernika przeprowadzane będą renowacje głównego wejścia do naszego domu. Prace obejmować będą nowy podjazd, 2 krótkoterminowe miejsca parkingowe dla przywozu i odbioru mieszkańców, rekonstrukcję schodów prowadzących do głównego wejścia, nową, bardziej bezpieczną i dostępną dla wózków inwalidzkich rampę (ogrzewaną), nową architekturę ogrodową, zewnętrzne patio, itd. Nasz budynek posiada 32 lata i wymaga dobrze zasłużonej odnowy i modernizacji dla udoskonalenia dostępności i bezpieczeństwa naszych mieszkańców.

Przeprowadzane prace budowlane chwilowo ograniczą dostęp do/z budynku dla personelu, mieszkańców, ro dzin i odwiedzających przez główne wejście.

Zapewniamy wszystkim z Państwa alternatywne wejście/wyjście z/do budynku na okres renowacji. Wejście to znajduje się po południowej stronie budynku apartamentowego przy parkingu (tam gdzie znajdują się słupki rowerowe oraz wejście do głównej jadalni na parterze).

To wejście jest dokładnie monitorowane przez zainstalowane kamery video i kontrolowane przez recepcję/wartownika 24 godziny na dobę z możliwością dwustronnej komunikacji. **Prosimy Państwa o współpracę w okresie budowy, kiedy frontowe wejście nie będzie bezpieczne by z niego korzystać, i wchodzenie/wychodzenie do/z budynku korzystając wyłącznie z bocznego wyjścia i naciskanie guzika, aby prosić recepcję o otworenie drzwi.**

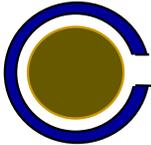
Z góry przepraszam Państwa za wszelkie niedogodności wynikające z tej sytuacji lecz zapewniam, że rezultat końcowy będzie tego warty. Dziękuję Państwu za współpracę.

Oczekujemy, że renowacje zostaną kompletnie zakończone 21 listopada 2011.

W celu uzyskania odpowiedzi na jakiegokolwiek pytania lub dodatkowych informacji, proszę bez wahania skontaktować się ze mną lub Dyrektorem/Kierownikiem Działu.

Document for Obtaining Feedback

Customer Feedback Form



Copernicus Lodge

66 Roncesvalles Avenue
Toronto, Ontario M6R 3A7
Tel: 416-536-7122

Thank you for visiting Copernicus Lodge. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Did we respond to your customer service needs today? YES NO

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our services?

YES (please explain below) SOMEWHAT (please explain below) NO

Please add any other comments you may have:

Contact information (optional)*:

Thank you.

Chief Executive Officer

Notice on the Feedback Process

Feedback process on provision of goods or services to people with disabilities

Dear Valued Customers,

We strive to improve accessibility for our seniors with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities. Please complete a feedback card or leave a note in the suggestion box at reception, or contact me in person, by mail or at 416-536-7122 extension #238 or by email tracyk@copernicuslodge.com to share your comments.

Thank you.

Chief Executive Officer