

Accessibility

CJDL will make every reasonable effort to ensure that our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity for all. Our company policies have been developed to meet the requirements of the Accessibility Standards for Customer Service, 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 in all provinces.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CJDL is committed to working to improve access and opportunities for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of our services and facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train all employees, volunteers, policy developers, and subcontractors providing goods, services or facilities on behalf of the CJDL on how to interact and communicate with people with various types of disabilities.

Assistive devices

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

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in hard copy, large print, e-mail, etc. upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of service animals and support persons

We are committed to welcoming 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. We will also ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter all CJDL 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.

Notice of temporary disruption

The CJDL will provide 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.

Training for staff

The CJDL will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Employment

The CJDL is committed to fair and accessible employment practices. As of January 1, 2016, we will take steps to notify the public and staff that, when requested, the CJDL will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

Feedback process

The ultimate goal of the CJDL 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 the CJDL provides goods and services to people with disabilities can be made by email to sdavis@cjdle.com.