

Title:	Accessibility Standards for Customer Service	Date of Issue:	May 2021
Approved By:	Nancy Rowland	Revision Date:	May 2023
Location:	All RBG Locations	Ref. No:	HR-018

1) Objective & Goals

Under the Accessibility for Ontarians with Disabilities Act, 2005 all public and private sector organizations must meet the requirements of accessibility standards established by the regulation. This policy establishes the accessibility standards for customer service for Royal Botanical Gardens (RBG) in accordance with Ontario Regulation 429/07.

2) Definitions

Accessible: Customer service is provided in a manner that is capable of being easily understood or appreciated, easy to get, capable of being reached, or entered or attainable.

Disability:

- a. Any degree of physical 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, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, 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
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog: A dog trained as a guide for a blind person and having the qualification prescribed by the Blind Person’s Rights Act R.S.O. 1990, c.B.7, s.1 (1)

Service Animal: An animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his/her disability; or if the person provides a letter from a physician or nurse confirming that the person required the animal for reasons relating to the disability.

Alternative Formats

Materials should be available in a variety of formats such as written, electronic, audio, etc., that take different disabilities into account.

Services

Services provided to the public include elevators, washrooms, gardens, restaurants, trails, gift shop, events, Bloom Festival shuttle buses, RBG wheelchairs etc. When these services are disrupted, notice must be given to the public.

3) Scope

This policy applies to all employees of RBG including full-time, part-time, contract, students and interns. This policy also applies to outside contractors and volunteers working at RBG.

4) Policy Statement

RBG is committed to providing exceptional and accessible service to our visitors in a manner that respects their dignity and independence. The provision of services to persons with disabilities will be integrated whenever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by, or on behalf of RBG.

5) Policy Requirements

a) Use of Service Animals and Support Persons

- i) If a person with a disability is accompanied by a guide dog or other service animal, RBG will ensure that the person is permitted to enter any RBG facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, RBG will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from RBG's goods and services. The service animal must be under the care and control of the individual at all times.
- ii) If a person with a disability is accompanied by a support person, RBG will ensure that both persons are permitted to enter any RBG facility, and that the person with a disability is not prevented from having access to the support person. RBG may require a person with a disability to be accompanied by a support person when in a RBG facility, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility. If an amount is payable by a support person for admission, or otherwise, to a premise, RBG will ensure notice is given in advance about the amount.

b) Use of Assistive Devices

- i) RBG welcomes the use of personal assistive devices that allow visitors to enjoy our facilities and services.
- ii) For convenience RBG has a limited number of wheelchairs available for loan at the RBG Centre Kiosk on a first come, first served basis.

c) Notice of Temporary Service Disruptions

- i) RBG shall provide notice of disruption of services to the public.
- ii) Any Notice of Disruption will contain the following:
 - Reason for the disruption
 - Anticipated duration
 - Alternative facilities or services
- iii) RBG staff will provide such notice in using the following methods:
 - Notice physically posted at the site of the disruption and at the main entrance to RBG Centre
 - Notice on RBG website.
 - Notice in local newspaper (long-term disruptions only)
 - Notice included on RBG's automated phone system.

d) Accessibility Training Policy

- i) Every person who deals with members of the public or who participates in developing RBG's policies, practices and procedures governing the provision of goods and services to the public; including RBG staff, volunteers, agents, contractors and others who provide service on behalf of RBG will receive training regarding the provision of goods and services to persons with disabilities.
- ii) The training will include the following information:
 - The purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of this Regulation.
 - How to interact and communicate with persons with various types of disabilities
 - How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
 - How to use equipment made available by RBG to help people with disabilities access goods and services
- iii) What to do if a person with a disability is having difficulty in accessing RBG's goods and services. Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods and services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

e) Feedback Process

- i) RBG accepts feedback from the public in a variety of methods including:
 - Phone
 - In-person
 - Fax
 - E-mail
 - Feedback forms – both manual and on-line through website
- ii) All feedback is reviewed by the Manager, Visitor Experience. Complaints are investigated and follow-up is provided to the visitor if requested.

6) Notice of Availability of Documents

- a) RBG will provide public notice of the availability of the documents required by the Accessibility Standards for Customer Service (O. Reg. 428/07) upon request. Notice of availability will be provided on the RBG website and through other printed methods.

7) Format of Documents

- a) If RBG is required by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, RBG shall give the person the document, or the information contained in the document, in a format that takes into consideration the person's disability.

8) Related and Supporting Documentation

- a) Accessible Customer Service Training Records
- b) Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act, 2005 – Accessibility Standards for Customer Service.
- c) Service Disruption Posting Procedures (Flow Chart) (HR-018-a)