



Symphony Senior Living *In concert with your life*

Accessible Customer Service Plan for Symphony Senior Living

Providing Goods and Services to People with Disabilities

Symphony Senior Living is committed to excellence in serving all customers including people with disabilities.

This policy is intended to meet the requirements of contained in Part IV.2 of the *Integrated Accessibility Standards Regulation (O. Reg. 191/11)* 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, not to the goods themselves.

All goods and services provided by Symphony Senior Living shall follow the principles of dignity, independence, integration and equal opportunity.

Assistive Devices

Symphony Senior Living recognizes that some customers with disabilities use assistive devices in order to access or benefit from the Symphony Senior Living's services. Symphony Senior Living will use its best efforts to accommodate all assistive devices. However, if necessary, Symphony Senior Living will use alternate methods to provide service to customers with disabilities in a manner that takes their disability into consideration.

Symphony Senior Living will ensure that designated employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Communication

We will communicate with people disabilities in ways that take into account their disability.

Service Animals

Symphony Senior Living welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If the service animal is legally excluded from some parts of the common areas of the premises, Symphony Senior Living will provide alternative measures to enable the person to obtain, use or benefit from the service.

If it is not readily apparent that an animal is being used as a service animal for reasons relating to the customer's disability, Symphony Senior Living may request verification from the customer. Verification may include:

- A letter from a physician, nurse or a Regulated Health Professional (e.g. chiropractor, audiologist, optometrist) confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog school or service animal training school.

The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself, for example in the form of severe allergy to the animal, Symphony Senior Living will make all reasonable efforts to meet the needs of all individuals.

Support Persons

Symphony Senior Living recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter into our premises together with the support person and will not be prevented from having access to the support person while on the premises.

When necessary to protect the health or safety of a person with a disability, Symphony Senior Living may require a person with a disability to be accompanied by a support person when on the premises. In situations where confidential information will be discussed, consent will be obtained from the customer, prior to any conversation where confidential information is discussed.

If the customer is paying for additional services, such as a meal or an outing, support persons may also be required to pay all or a portion of those costs at the discretion of the site.

Notice of Temporary Disruption

Symphony Senior Living will make every effort to notify customers with disabilities of any planned or unexpected disruption to its service or facilities. This notice will include information on the reasons for the disruption, the expected length of the disruption and a description of alternative facilities or services, if available. There may be situations where advanced notice will not be possible.

Where practical, this information will be posted on the premises. Customers with appointments will be contacted and informed of the disruption.

Training for Staff

Training on how to interact with persons with disabilities will be provided to all employees, volunteers, agents and/or contractors or other third parties that act on behalf of Symphony Senior Living

As reflected in *Ontario Regulation 191/11*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Symphony Senior Living's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Symphony Senior Living will provide training as soon as practicable to all current employees. Training will also be provided to new employees, volunteers, agents and/or contractor during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Symphony Senior Living will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

Feedback Process

Customers who wish to provide feedback on the way the Symphony Senior Living provides goods and services are asked to first bring their complaint to the Manager or Employee in charge. If he or she is not able to resolve your concern, we are pleased to offer you the following methods of resolving your concerns or complaints:

- Email our AODA Coordinator at edcarleton@symphonyseniorliving.com
- Telephone: AODA Coordinator at 1-800-650-0548
Corporate Head Office at 1-800-650-0548

- Write to our corporate head office
Symphony Senior Living
27 Weaver Crescent
Kanata, Ontario
K2K 2Z8

- Website

Contact us <http://www.symphonyseniorliving.com/contact-us/>

Complaints will be dealt with according to Symphony Senior Living's regular complaint management procedures.

Modifications to this or Other Policies

Symphony Senior Living is committed to developing customer service policies that respect and promote the dignity and independence of customers with disabilities. Any policy of Symphony Senior Living that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Notification of Availability and Format of Documents

Symphony Senior Living shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and, where possible, in a format that takes into account the customer's disability. Notification will be given by having this information available at each site, on the website (www.symphonyseniorliving.com) and by any other reasonable method. Copies of these documents will also be available to employees at each location.