

<b>STATEMENT OF POLICY and PROCEDURE</b>			
Policy Section:	Customer Service	Ref No.	<b>AS 2.01A</b>
Subject:	<b>CUSTOMER SERVICE POLICY on PROVIDING SERVICES to PEOPLE with DISABILITIES</b>	Revised Date:	July 2021
Applicable to:	All SOCAN Employees	Original Date:	June 2012

## **1 POLICY**

- 1.02 SOCAN strives at all times to provide services and collect licenses in a way that respects the dignity and independence of people with disabilities. We are also 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 other customers.
- 1.03 Reasonable efforts will be made to ensure that:
- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from SOCAN's services;
  - b) Services are provided in a manner that respects the dignity and independence of persons with disabilities;
  - c) The services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent;
  - d) Communications with a person with a disability are conducted in a manner that takes the person's disability into account;
  - e) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access SOCAN's services unless superseded by other legislation.

## **2 PURPOSE**

- 2.01 This policy and its procedures address the accessibility requirements of Customer Service Standard under the Accessibility for Ontarians with Disabilities Act, 2005.

## **3 SCOPE**

- 3.01 This policy applies to all employees and all facilities of SOCAN across Canada.

## **4 RESPONSIBILITY**

- 4.01 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager and/or immediate supervisor and/or department head is responsible to ensure all employees are trained under Customer Service Standard and this policy, practices and procedure.

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## 5 DEFINITIONS

- 5.01 “**Assistive Devices**” are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).
- 5.02 “**Disability**”, as per the Ontario **Human Rights Code**, 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 coordination, 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 **Workplace Safety and Insurance Act**.
- 5.03 “**Employees**” means person employed by SOCAN or every person who deals with members of the public or other third parties on behalf of SOCAN, whether the person does so as an employee, agent, volunteer or otherwise.
- 5.04 “**Persons with Disabilities**” are individuals who have a disability as defined under the Ontario **Human Rights Code** (and above).
- 5.05 “**Service Animals**” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.
- 5.06 “**Support Persons**” are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to services.

## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

HR 5.06 - Discipline

Accessibility for Ontarians with Disabilities Act, 2005

Customer Service Standard, Ontario Regulation 191/11

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## 7 PROCEDURES

Providing services to people with disabilities:

We are committed to excellence in serving all members/licensees including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### 7.01 *Communication*

- a) We will communicate with people with disabilities in ways that take into account their disability.
- b) We will train staff who communicate with members/licensees on how to interact and communicate with people with various types of disabilities.

### 7.02 *Telephone services*

- a) We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- b) We will offer to communicate with our members/licensees through email if telephone communication is not suitable to their communication needs or is not available.

### 7.03 *Assistive devices*

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

### 7.04 *Billing*

- a) We are committed to providing accessible invoices to all of our licensees. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc., in which provider will provide invoices.
- b) We will answer any questions members/licensees may have about the content of the invoice in person, by telephone or email.

### 7.05 *Use of service animals and support persons*

- a) We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open

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to the public and other third parties.

- b) We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) 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 SOCAN'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.

7.06 *Notice of temporary disruption*

- a) We will make reasonable effort to provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- b) The notice will be placed at all public entrances on our premises.

7.07 *Training for staff*

- a) SOCAN will provide training to all its employees, including others who deal with the public or other third parties on behalf of SOCAN.
- b) This training will be provided after the probation period has ended for new staff.
- c) Training will include the following:
  - The purposes of the Accessibility for Ontarians with Disabilities Act 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
  - If applicable, how to use the equipment or devices available on provider's premises 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 SOCAN's services

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- d) Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7.08 *Feedback process*

- a) The ultimate goal of SOCAN is to meet and surpass expectations while serving members/licensees with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- b) Feedback regarding the way SOCAN provides services to people with disabilities can be made. All feedback will be directed to Human Resources. Members/licensees can expect to hear back within five (5) days from receipt of the feedback.
- c) Upon receipt, the Manager, Human Resources will investigate the matter with the appropriate personnel and provide a response within five (5) days.

7.09 *Modifications to this or other policies*

- a) We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- b) Any policy of SOCAN that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

7.10 *Questions about this policy*

- a) This policy exists to achieve service excellence to members/licensees 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, Manager, Human Resources.
- b) The Policy document will be provided in a format that takes into account the person's disability.

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