

**ALGONQUIN FORESTRY AUTHORITY
POLICIES & PROCEDURES**

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

OUR COMMITMENT

AFA strives to provide its goods and services, at all times, in a way which respects the dignity and independence of people with disabilities. AFA is also committed to providing people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, as other customers.

APPLICATION

This policy applies to all Algonquin Forestry Authority employees.

DEFINITIONS

The definition of disability is defined in the Accessibility for Ontarians with Disabilities Act, 2005.

RESPONSIBILITIES

Supervisors shall ensure that employees follow this policy.

POLICY

AFA is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

COMMUNICATION

AFA will train its staff to communicate with people with disabilities in ways that take into account their disability. This will include communication in either writing, in person, telephone or by email.

ASSISTIVE DEVICES

AFA will train its staff to serve people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

AFA is committed and will train its staff in welcoming people with disabilities who are accompanied by a service animal or a support person to the areas of our office which are open to the public and other third parties.

NOTICE OF TEMPORARY DISRUPTION

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

The notice will be posted at the public entrance of our premises.

TRAINING FOR STAFF

AFA will provide training for all permanent staff who deal with the public or other third parties on AFA's behalf. This training will be provided for new and existing employees in a reasonable time frame (not to exceed 6 months). Training will include the following:

- . The purpose 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.
- . What to do if a person with a disability is having difficulty in accessing AFA's goods and services.
- . AFA's policies, practices and procedures relating to the customer service standard.

FEEDBACK PROCESS

The ultimate goal of AFA is to meet and surpass customer expectations while serving customers with disabilities. Comments on how well those expectations have been met are welcome and appreciated. Feedback regarding the way AFA provides its goods and services to people with disabilities can be conveyed by email or by the feedback card. All comments will be directed to the General Manager. Customers can expect a reply within three weeks.

NOTE: Documents required by Ontario Regulation 429/07 are available upon request.