

SPRINT GENERAL ACCESSIBILITY POLICY

Background

In fulfilling our mission, SPRINT strives at all times to provide its goods and services 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 goods and services, and allowing them to benefit from the same services in the same place and in a similar way as other clients and prospective clients.

Providing goods and service to people with disabilities: SPRINT is committed to excellence in serving all clients/customers including people with disabilities. To that end, we have created these policies, practices and procedures to ensure that we carry out our functions and responsibilities in key services areas.

Policy:

SPRINT will ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service, Regulation 429/07 of the *Accessibility for Ontarians with Disabilities Act, 2005*, specifically:

- The services are provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the services complies with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07, "Accessibility Standards for Customer Service."

Procedure:

- All program specific procedural and practice manuals (handbooks) will either contain procedures on how to address possible barriers to people with disabilities or will reference the General Policy Manual
- All documents relating to Accessibility Standards are available to customers/clients when requested
- Customers/clients are encouraged to provide feedback regarding SPRINT's accessibility policies and procedures.
- All SPRINT staff and volunteers who provide service and staff and volunteers who are involved in policy, practice and procedures development are trained upon hire and as changes occur to SPRINT policies, procedures and practices. The training includes:
 - SPRINT's policy and procedures relating to Accessibility Standards for Customer Service
 - Interacting and communicating with person with various disabilities
 - Procedures to follow when a person with a particular disability is having difficulty accessing service
 - How to interact with persons who require an assistive device, service animal or support person.
 - How to use or obtain the necessary training on equipment or assistive devices that are available to help provide service or support to a person with a disability.

Records are kept in SPRINT's information management data base (CIMS) of all training received by staff and volunteers.

SPRINT provides notice in our client welcome letters and on our website that the documents required by the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act are available upon request.

SPRINT provides notice on our website for all customers including person's with disabilities on receiving and responding to feedback on our customer service.

SPRINT will provide such documents requested in a format that takes into account the person's disability.