

## BRIDLE MANOR CO-OPERATIVE INC.

### AODA March 2018

Accessible Member Service

Plan & Procedures

Accessibility Member Service Plan

**Bridle Manor Co-operative Inc. is committed to providing excellent service to all its members. This Accessibility Member Service Plan sets out the responsibilities of all people employed with Bridle Manor Co-operative Inc., its contractors, agents, volunteers and any other individuals serving the company in an appointment capacity.**

**Intent**

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)* and applies to the provision of services to the public or other third parties.

All services provided by Bridle Manor Co-operative Inc. shall follow the principles of:

 **Dignity** – service is to be provided in a way that allows a member with a disability to maintain self-respect and the respect of other people.

 **Independence** – services are provided to allow a member with a disability to do things on their own without unnecessary help, or interference from others.

 **Integration** – services are provided in a way that allows the member with a disability to benefit from the same services, in the same place, and in the same or similar way as other members, unless an alternative measure is necessary to enable the person to access products or services.

 **Equal opportunity** – service is provided to a member with a disability so that they have an opportunity to benefit from the services Bridle Manor Co-operative Inc. provides.

**Scope**

a) This policy applies to the provision of services by Bridle Manor Co-operative Inc.

b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public

or other third parties that act on behalf of Bridle Manor Co-operative Inc., including when the

provision of services occurs off the premises of Bridle Manor Co-operative Inc.

c) The section of the policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of services at Bridle Manor Co-operative Inc.

d) This policy shall also apply to all persons who participate in the development of Bridle Manor Co-operative Inc.’s policies, practices and procedures governing the provision of services to members of the public or third parties.

**Definitions**

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that a person brings with them to assist with hearing, seeing, communicating, moving,

breathing, remembering and/or reading. (Examples: wheelchair, walker, cane, personal oxygen tank, etc.)

Accessibility Barrier – is anything visible and invisible that keeps someone with a disability from fully participating in all aspects of society because of their disability. Types of barriers:

 Attitude – some people do not know how to communicate with those who have visible or invisible disabilities.

 Architectural or structural – design elements of a building – stairs, doorways, the width of hallways or room layout.

 Information and Communication – small print size, low colour contrast between text and background, use of language that is not clear or easy to understand.

 Technology – technology can prevent people from accessing information if it has not been set up or designed with accessibility in mind.

 Systemic – organization’s policies, practices and procedures if they inadvertently restrict

people with disabilities.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005,*

and the *Ontario Human Rights Code, refers to:*

 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 co-ordination, 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;

 a condition of mental impairment or a developmental disability;

 a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

 a mental disorder; or

 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 – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons’ Rights Act,* to provide mobility, safety and increased independence for people who are sight impaired.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service 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 or her disability; or

 if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to products and services*.*

**General Principles**

Bridle Manor Co-operative Inc. is committed to excellence in serving all members, including people with disabilities, and shall carry out its functions and responsibilities in the following areas in compliance with AODA’s Accessibility Standards for Customer Service*, Ontario Regulation 429/07:*

A. The Provision of Services to Persons with Disabilities

B. The Use of Assistive Devices

C. The Use of Guide or Service Dogs

D. The Use of Support Persons

E. Notice of Service Disruptions

F. Member Feedback

G. Training

**A. The Provision of Services to Persons with Disabilities**

Bridle Manor Co-operative Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

 ensuring that all members receive the same value and quality of service;

 allowing members with disabilities to do things in their own ways and at their own pace when accessing products and services, as long as this does not present a safety risk;

 using alternative methods when possible to ensure that members with disabilities have access to the same services, in the same place and in a similar manner;

 taking into account individual needs when providing services; and

 communicating in a manner that takes into account the member's disability.

Communication:

Bridle Manor Co-operative Inc. will communicate in a manner that maintains an individual’s dignity and respect to include:

 taking a person’s disability into account

 being prepared to use different communication modes when interacting with the member

(e.g. using a pen and paper versus speaking aloud)

 using appropriate language (e.g. use “persons with disabilities” versus “handicapped”)

***Communication Tips****:*

*Speak naturally and directly to your member. If you are not sure what to do, ask your member, “May*

*I help you?” The member with the disability knows if they need help and how you can provide it.*

*When you know someone has vision loss, identify yourself when you approach and speak directly to the member. Be patient. People with some kinds of disabilities may take a little longer to understand and respond. Listen carefully. If you cannot understand what the member is saying, politely ask them to repeat themselves. Do not touch a person with a disability without permission.*

*For more tips refer to Appendix 1*

Accessible Documents

Bridle Manor Co-operative Inc. shall, where possible, provide document(s) or information contained in the document(s) to members in a format that takes into account the member’s disability.

Example: Larger print, easy-read, simplified summary of material.

***Accessible Document Tips:***

*When you know someone has vision loss, and Bridle Manor Co-operative Inc.* *is unable to provide another format, ask the member if they would like you to read any printed material out loud to them.*

*For more tips refer to Appendix 1, 2, 3, 4, 7 and 8*

**B. Assistive Devices**

Bridle Manor Co-operative Inc. is committed to serving members with disabilities who use assistive devices to obtain, use or benefit from our services. Members with disabilities are permitted and encouraged to use their own personal assistive devices to access our facilities and services. Bridle Manor Co-operative Inc. will not interfere or provide assistance with assistive devices without the permission of the owner. Assistive devices such as communication aids, cognition aids, personal mobility aids and medical aids are allowed to be used at our facility where access is possible.

***Tips for Assistive Devices:***

*Plan for the member’s appointment to ensure the appropriate accessibility is provided.*

*Assist members with wheelchairs, scooters and walkers by opening doors or removing obstacles such as chairs. Do not touch/move an assistive device without permission.*

*If you need to have a lengthy conversation with a member who uses a wheelchair or scooter, try to sit for the conversation so that you can make eye contact with them at the same level.*

*For more tips refer to Appendix 1, 2, 3, 4, 5, 7 and 8*

**C. Guide Dogs and Service Dogs**

A member with a disability that is accompanied by a guide/service dog will be allowed access to premises

that are open to the public. “No pet” policies do not apply to guide/service dogs.

Bridle Manor Co-operative Inc. staff will not interact by touching or speaking with guide/service dogs without permission of the owner/handler. The member and their guide/service dog are not to be separated even in an emergency situation; they are to be evacuated together.

***Tips for Service Animals:***

*In the event you are asked to take the guide/service dog while assisting the member and the dog is wearing a harness, hold the leash not the harness.*

*For more tips refer to Appendix 1, 2, 3, 4, 6 and 7*

Care and Control of the Animal:

The member that is accompanied by a guide/service dog is responsible for maintaining care and control of the animal at all times. However, if the animal is out of control or presents a threat to others, the member will be asked by the Property Manager to remove the animal from the site.

A guide/service dog must be in a harness or on a leash, but need not be muzzled.

Allergies:

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal,

Bridle Manor Co-operative Inc. will make all reasonable efforts to meet the needs of all individuals.

**D. Support Persons**

If a member with a disability is accompanied by a support person, Bridle Manor Co-operative Inc. will:

 allow support person, if requested by the member, to attend meetings

 request permission from the member to discuss confidential account information in front of a support person

 ensure the member and support person understand that the support person is there to accompany the member, and therefore cannot direct or act for the member.

*Speak directly to the member with the disability, not the support worker.*

*For more tips refer to Appendix 1, 2, 3, 4, 5, 6, 7 and 9*

**E. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Bridle Manor Co-operative Inc. In the event of any temporary disruptions to facilities or services that members with disabilities rely on to access or use Bridle Manor Co-operative Inc.’s services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it

is not readily available or known:

 services that are disrupted or unavailable

 reason for the disruption

 anticipated duration

 a description of alternative services or options

Example: Elevator down, power outage, fire alarm testing, service issues with washrooms, water, heating, air-conditioning and blockage of perimeter access are among those services and, as such, disruption in their operations must be communicated appropriately.

Notification Options:

When disruptions occur, Bridle Manor Co-operative Inc. will provide notice by:

 posting notices at all public entrances, and if appropriate, Bridle Manor Co-operative Inc.’s

website and outgoing telephone messages;

 contacting members with appointments;

 verbally notifying members when they are making an appointment; or

 by any other method that may be reasonable under the circumstances.

**F. Feedback Process**

Bridle Manor Co-operative Inc. strives to meet and surpass expectations while serving members with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Information about the feedback process will be readily available to all members. Notice of the process will be made available through Bridle Manor Co-operative Inc.’s Property Manager.

Members can provide feedback verbally (in person or by telephone) or by completing the Accessibility Feedback Comment Form (Schedule A) or written document (hand written or email). When staff receive feedback on service provided to members with disabilities, they are to forward this information to Bridle Manor’s Property Manager immediately.

Submitting Feedback:

Members can submit feedback by:

 Email: bridlemanor@rogers.com

 Mail: Bridle Manor Co-operative Inc.

3110 Sheppard Avenue East

Scarborough, Ontario M1T 3J8

 Telephone: 416-497-6781

 By completing an Accessibility Feedback Comment Form

Members that provide formal feedback will receive acknowledgement within three business days. The acknowledgement will include resulting actions based on the concerns or complaints that were submitted.

**G. Training**

Training will be provided to:

a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Bridle Manor Co-operative Inc.; and,

b) those who are involved in the development and approval of member service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07,* 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 Accessibility Standards for Customer Service, Ontario

Regulation 429/07.

 Instructions on how to interact and communicate with people with various types of disabilities.

 Instructions on how to interact with people with disabilities who:

o use assistive devices;

o require the assistance of a guide dog, service dog or other service animal; or

o require the use of a support person.

 Instructions on what to do if a member with a disability is having difficulty accessing your services.

 Bridle Manor Co-operative Inc.’s policies, procedures and practices pertaining to the provision of accessible service to members with disabilities.

Training Schedule:

Bridle Manor Co-operative Inc. will provide training to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf within the first four weeks of employment. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Bridle Manor Co-operative Inc. will keep a record of training which includes the dates that training was provided and the number of employees who attended the training.

**H. Notice of Availability and Format of Documents**

Bridle Manor Co-operative Inc. shall notify members that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the member's disability. Notification will be given by posting the information in a conspicuous place within Bridle Manor Co-operative Inc., on the website and/or any other reasonable method.

**Appendix 1**

**How to interact and communicate with members who have disabilities**

**General tips on providing service to members with disabilities**

 If you are not sure what to do, ask your member, "May I help you?” Your members with

disabilities know if they need help and how you can provide it.

 Speak directly to the member with a disability, not to their support person or companion.

 Avoid stereotypes and making assumptions about what type of disability or disabilities the member has. Some disabilities are not visible and members are not required to give you information about any disabilities they may have.

 Take the time to get to know your member’s needs and focus on meeting those needs just

as you would with any other member.

 Be patient. Members with some kinds of disabilities may take a little longer to understand and respond. A good start is to listen carefully.

 Make an effort to learn about appropriate language and terminology to use when referring to members with disabilities.

 If you cannot understand what your member is saying, politely ask them to repeat themselves.

 Do not touch or speak to service animals – they are working and have to pay attention at all times.

 Do not touch assistive devices, including wheelchairs, without permission.

**Appendix 2**

**Vision Loss**

Vision loss reduces a person’s ability to see clearly. Few people with vision loss are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some people can see the outline of objects while others can see the direction of light.

Vision loss can restrict a person’s ability to read signs, locate landmarks or see hazards. Some of these members may use a guide dog or white cane, but others may not. Sometimes it may be difficult to tell if a person has vision loss.

**Types of assistance your member might use:**

 Large print

 Magnification devices

 White cane

 Guide dog

 Support person such as a sighted guide

**General Tips**

 Do not assume a member with vision loss will need or want assistance.

 Offer assistance, but wait until the member accepts your offer or makes a request.

 Do not assume the member can't see you.

 Do not touch your member without asking permission.

 Offer your elbow to guide the member. If they accept, walk slowly, but wait for permission before doing so. Lead – Do not pull.

 Identify landmarks or other details to orient your member to the environment around them.

 Do not touch or speak to service animals – they are working and have to pay attention at all times.

 Do not leave your member in the middle of a room. Show them to a chair, or guide them to a comfortable location.

 If you need to leave your member, let them know you are leaving and that you will be back.

 Identify yourself when you approach your member and speak directly to them, even if they are accompanied by a companion.

 There is generally no need to raise your voice because the member does not necessarily have hearing loss. Provide your name even if you know the member well, since many voices sound similar.

 Be clear and precise when giving directions, e.g., two steps behind you, a metre to your left,

etc. Do not use “over there” or point in the direction.

 If you are uncertain about how to provide directions, ask the member how to do so.

 Do not be afraid or embarrassed to use words such as “see”, “read” and “look.” People with vision loss also use these words.

 When providing printed information, offer to read or summarize it.

 Offer to describe information. For example, verbally itemize a transaction receipt or document they are signing

**Appendix 3**

**Deaf, Oral Deaf, Deafened or Hard of Hearing**

People who have hearing loss may be deaf, oral deaf, deafened or hard of hearing.

People who are profoundly deaf may identify themselves as culturally deaf or oral deaf. In deaf culture, indicated by a capital “D,” the term is used to describe a person who has severe to profound hearing loss, with little or no hearing.

Oral deaf is a term describing a person who was born deaf or became deaf before learning to speak,

but is taught to speak and may not typically use Sign Language.

The term “deafened” describes a person who has lost their hearing slowly or suddenly in adulthood. The

person may use speech with visual cues such as captioning or computerized note- taking, speech reading

or sign language.

The term “hard of hearing” describes a person who uses their residual hearing (hearing that remains)

and speech to communicate. The person may supplement communication by speech reading, hearing

aids, sign language and/or communication devices.

People with hearing disabilities might face barriers such as not hearing others who approach them,

not responding to alarms, not understanding speech in a noisy environment, or other emergency situations.

**Types of assistance your member might use:**

 Hearing aid

 Paper and pen

 Personal amplification device (e.g., Pocket Talker)

 Phone amplifier

 Relay Service

 Teletypewriter (TTY)

 Hearing ear dog

 Support person such as a sign language interpreter

**General Tips**

 Attract the member’s attention before speaking. Generally, the best way is by a gentle touch

on the shoulder or with a gentle wave of your hand.

 Ask how you can help. Do not shout.

 Move to a well-lit area, if available, where your member can see your face.

 Do not put your hands in front of your face when speaking. Some people read lips.

 If necessary, ask if another method of communicating would be easier, like using a pen and paper, for example. Be patient if you are using a pen and paper to communicate.

 Look at and speak directly to your member. Address your member, not the interpreter or support person.

 Be clear and precise when giving directions, and repeat or rephrase if necessary. Confirm that your member understands you.

 If the member uses a hearing aid, reduce background noise or move to a quieter area, if possible, so the member can hear or concentrate better.

 In emergency situations, assist the member in recognizing and responding to the emergency.

 Do not assume that the member knows sign language or reads lips.

**Appendix 4**

**Deafblind**

A person who is deafblind can neither see nor hear to some degree. This results in difficulties in accessing information and managing daily activities. Many people who are deafblind will be accompanied by an intervener, a professional who helps with communicating.

**Types of assistance your member might use:**

 Braille

 Large print

 Print on paper (using black felt marker on non-glossy white paper or using portable white and black boards)

 Communication boards

 Hearing aid with built-in FM system

 Magnification equipment such as monocular or magnifier

 Teletypewriter (TTY)

 White cane

 Service animal

 Support person, such as an intervener.

**General Tips**

 Do not assume what a member can or cannot do. Some people who are deafblind have some sight or hearing, while others have neither.

 A member who is deafblind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.

 Identify yourself to the intervener when you approach your member who is deafblind, but then speak directly to your member as you normally would, not to the intervener.

 Do not touch or address service animals – they are working and have to pay attention at all times.

 Do not suddenly touch a member who is deafblind or touch them without permission.

**Appendix 5**

**Physical Disabilities**

There are many types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a member with a physical disability.

A person with physical disabilities may face barriers such as not being able to pick up or hold items, not being able to maneuver in tight spaces or be able to reach, not being able to stand for long periods of time or becoming light headed without notice.

**Types of assistance your member might use:**

 Elevator

 Mobility device (i.e., wheelchair, scooter, walker, cane, crutches)

 Support person

**General Tips**

 Speak naturally and directly to your member, not to his or her companion or support person.

 If you need to have a lengthy conversation with a member in a wheelchair or scooter, consider sitting so that you can make eye contact.

 Ask before you help. People with physical disabilities often have their own ways of doing things.

 Respect your member’s personal space. Do not lean over them or on their assistive device.

 Do not move items or equipment, such as canes and walkers, out of the member’s reach.

 Do not touch assistive devices without permission. If you have permission to move a person in a wheelchair, remember to:

o Wait for and follow the member’s instructions

o Confirm that your member is ready to move

o Describe what you are going to do before you do it

o Avoid uneven ground and objects

o Do not leave the member in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors

 Let your member know about accessible features in the immediate area (i.e., automatic doors, accessible washrooms, elevators, ramps, etc.).

**Appendix 6**

**Mental Health Disabilities**

Mental health disabilities are not as visible as many other types of disabilities. You may not know that your member has a mental health disability unless you are informed of it. Examples of mental health disabilities include schizophrenia, depression, phobias, as well as bipolar, anxiety and mood disorders.

A person with a mental health disability may have difficulty with one, several or none of these:

 Inability to think clearly

 Hallucinations (e.g., hearing voices, seeing or feeling things that aren’t there)

 Depression or acute mood swings (e.g., from happy to depressed with no apparent reason for the change)

 Poor concentration

 Difficulty remembering

 Apparent lack of motivation

If a member is experiencing difficulty controlling their symptoms, or is in a crisis, you may want to help out. Be calm and professional and ask your member how you can best help.

**Types of assistance your member might use:**

 Service animal

 Support person

**General Tips**

 Treat a member with a mental health disability with the same respect and consideration you have for everyone else.

 Be patient.

 Be confident and reassuring. Listen carefully and work with your member to try to meet their needs.

 If someone appears to be in a crisis, ask them to tell you the best way to help.

**Appendix 7**

**Intellectual or Developmental Disabilities**

Members with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit the person’s ability to learn, communicate, socialize and take care of their everyday needs.

You may not know that a member has this type of disability unless you are told. As much as possible, treat your members with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate that you treat them with respect.

**Types of assistance your member might use:**

 Communication board

 Speech generating device

 Service animal

 Support person

**General Tips**

 Do not assume what a member can or cannot do.

 Use plain language and speak in short sentences.

 To confirm if your member understands what you have said, consider asking the member to repeat the message back to you in their own words.

 If you cannot understand what is being said, simply ask again.

 Provide one piece of information at a time.

 Be supportive and patient.

 Speak directly to your member, not to their companion or support person.

**Appendix 8**

**Learning Disabilities**

The term “learning disability” describes a range of information processing disorders that can affect how a person acquires, organizes, expresses, retains, understands or uses verbal or non- verbal information. Examples include dyslexia (problems in reading and related language-based learning); dyscalculia (problems in mathematics); and dysgraphia (problems in writing and fine motor skills).

It is important to know that having a learning disability does not mean a member is incapable of learning.

Rather, it means they learn in a different way.

Learning disabilities can result in different communication difficulties for members. They can be subtle,

such as difficulty reading, or more pronounced. They can interfere with your member’s ability to

receive, express or process information. You may not know that a member has a learning disability

unless you are told.

**Types of assistance your member might use:**

 Alternative technology for writing

 Calculator

 Scanning or reading technology

 Tape recorders, mini pocket recorders

**General Tips**

When you know a member with a learning disability needs help, ask how you can help.

 Speak naturally, clearly, and directly to your member.

 Allow extra time if necessary - members may take a little longer to understand and respond.

 Remember to communicate in a way that takes into account the member’s disability.

 Be patient and be willing to explain something again, if needed.

**Appendix 9**

**Speech or Language Impairments**

Some people have problems communicating because of their disability. Cerebral palsy, hearing loss or other conditions may make it difficult to pronounce words or may cause slurring or stuttering. They also may prevent the person from expressing themselves or prevent them from understanding written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

**Types of assistance your member might use:**

 Communication board

 Paper and pen

 Speech generating device

 Support person

**General Tips**

 Do not assume that because a member has one disability, they also have another. For example, if a member has difficulty speaking, it doesn’t mean they have an intellectual or developmental disability as well.

 Ask your member to repeat the information if you do not understand.

 Ask closed ended questions that can be answered “yes” or “no”, if possible.

 Try to allow enough time to communicate with your member as they may speak more slowly.

 Do not interrupt or finish your member’s sentences. Wait for them to finish.

**Appendix 10**

**Tips on at-home service and personal delivery to members with disabilities**

 Confirm the details of your arrival time in advance. Do not arrive unexpectedly.

 Be patient. You may need to wait a few moments for your member to open the door.

 Introduce yourself clearly. Some members may not be able to read identification cards and may want you to use a password. Check before you visit.

 Keep your member informed of what you are doing.

 If you need to move some of your member's possessions, make sure that you leave the house exactly as it was when you arrived. For example, someone with vision loss will expect that their furniture is in the same place and could trip if you’ve moved the sofa.

**Appendix 11**

**Tips on talking to members with disabilities over the phone**

 Speak naturally, clearly and directly.

 Do not worry about how the member’s voice sounds. Concentrate on what they are saying.

 Do not interrupt or finish your member’s sentences. Give your member time to explain or

respond.

 If you do not understand, simply ask again, or repeat or rephrase what you heard and ask if you have understood correctly.

 If a member is using an interpreter or a Relay Service over the telephone, speak naturally to the member, not to the interpreter.

 If you encounter a situation where, after numerous attempts, you and your member cannot communicate with each other due to the member’s disability, consider making alternate arrangements.

This Accessible Member Service Plan & Procedures, also referred to as our AODA policy, was approved by the Board of Directors of Bridle Manor Co-operative Inc. on March 19, 2018.

**BRIDLE MANOR CO-OPERATIVE INC.**

**Accessibility Feedback Comment Form – Schedule A**

Providing quality service that is accessible to our members, visitors, applicants or others who use our services is important to us. Your comments, complaints and compliments will help us monitor and improve our services and your service experiences. Your feedback will help us identify where changes should be considered, ways in which we can improve how we deliver services to tenants and other people with disabilities, and what we are doing a good job at.

Feedback may be provided by:

Deliver to: Board of Directors or Office mail box located in the front lobby

E-mail to: propertymanager@bridlemanor.com

The date of the service experience you would like to provide feedback on: \_\_\_\_\_\_\_\_\_\_\_\_

What service did we provide? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Did we meet your service needs? 1 2 3 4 5

No A Bit Somewhat Almost Yes

Did you receive the service, information, or help you needed?

Were you treated in a courteous and considerate manner?

Was service provided in a timely manner?

Was our service provided to you in an accessible manner?

Did you have any problems accessing the service?

Were you satisfied with your overall service experience?

Please give the details of your service experience.

Do you have suggestions that will help us enhance the way we provide services to people with disabilities?

**Contact details:** (optional)

If you want to receive a reply, please let us know how you would prefer us to contact you.

Email – Your email address is:

Phone – Your phone number is:

Mail – Your Mailing Address is:

TTY– Your TTY number is:

Feedback is collected in accordance with Section 7 of Ontario Regulation 429/07, Accessibility Standards for Customer Service made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Any personal information provided with this feedback will be used by **BRIDLE MANOR CO-OPERATIVE INC**. to contact you if a response is requested.