

# **BIG BROTHERS BIG SISTERS OF PEEL**

## **Accessibility for Ontarians with Disabilities Act, 2005**

# **Volunteer Training**

### **INTRODUCTION**

Being accessible to customers and clients with disabilities isn't just the right thing to do; it's now the law. The province has set a goal to make Ontario accessible for people with disabilities by 2025. The province is developing a series of mandatory standards under The Accessibility for Ontarians with Disabilities Act (AODA, for short). All employees and **volunteers** of Big Brothers Big Sisters of Peel must receive training on the requirements of the AODA and how to interact with individuals who have disabilities.

Ontario's first standard under the AODA - Customer Service - came into effect January 1, 2012. To comply, we are required to do the following:

- Document our policies, practices and procedures for providing accessible customer service. Notify clients that the documents are available.
- Ensure that policies, practices and procedures are consistent with the key principles of independence, dignity, integration and equality of opportunity
- Communicate with an individual with a disability in a manner that takes into account their disability. Let people with disabilities bring their service animals or support persons with them. Advise people ahead of time if any admission fee will be charged for a support person at events.
- Let the public know when facilities or services that people with disabilities use to access our services are temporarily unavailable.
- Set up a process for receiving and responding to feedback about the manner in which we provide services to people with disabilities.

### **BBBSP CUSTOMER SERVICE POLICY**

Big Brothers Big Sisters of Peel is committed to excellence in providing service to individuals, including people with disabilities. Reasonable efforts will be made to provide all persons equal opportunity to obtain, use and benefit from Big Brothers Big Sisters of Peel services. We will ensure that services are provided in a manner and format that respects the dignity and independence of persons with disabilities.

We have developed a policy that addresses our procedures in relation to people with disabilities. Please review this policy, which is available on our web-site at [www.bbbspeel.com](http://www.bbbspeel.com)

### **SERVICE ACCESS ISSUES**

If you notice that someone with a disability is having difficulty accessing any services provided by Big Brothers Big Sisters of Peel, a good starting point is to simply ask how you may help.

If there is a concern regarding an accessibility issue, there is a feedback form available through our web-site and in hard-copy at the front desk of our office. If a person is unable to complete the form themselves, you need to fill it out on their behalf and submit it, as soon as practicable, to the Program Manager. Our agency is mandated to reply to all feedback within 10 business days.

### **INTERRUPTION OF ACCESS TO BBBSP SERVICES**

On occasion, a temporary problem could limit access to BBBSP, either by phone, internet or attending the office. If this occurs, a notice must be posted advising individuals of the problem, when it is expected to be addressed and alternate means of contacting the agency.

### **HOW TO INTERACT WITH PEOPLE WITH DISABILITIES**

Being able to interact with people with disabilities is a big part of providing accessible customer service. As volunteers with Big Brothers Big Sisters of Peel, you will likely encounter people with various disabilities. Please make the time to review some tips on our website which will help you to assist these individuals, while respecting their independence and dignity.

**Thank you for taking the time to cover the material  
in this handout and on our web-site.**

**Working together, we can make something happen  
for everyone in our community, regardless of any disability.**