
Temmer Enterprises Ltd.

Accessibility Standards for Customer Service

January 2016

This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

Contents

1. Mission Statement.....	2
2. Commitment:.....	2
3. Programs and Services for Persons with Disabilities	2
4.1 Communication	2
4.2 Telephone Services.....	3
4.3 Assistive Devices	3
4.4 Accessibility Committee	3
5.1 Service Animals.....	4
5.2 Support Person	5
6. Notice of Temporary Disruption.....	5
7. Training for Staff and Volunteers.....	5
8.1 Feedback Process.....	6
8.2 Feedback Response	6
9. Modifications to Policies	6
10. Questions about this Policy	6
APPENDICES	7
NOTICE.....	8
Scheduled Service Disruption	8
NOTICE.....	9
Unscheduled Service Disruption	9

1. Mission Statement

In recognition of a growing need for the public and private sector to provide access to information in a variety of communication formats, Temmer offers a range of human resources services and benefits to the customer, which include:

- Computerized or manual notetaking
- Transcription of media such as tape, video and film
- Alternate formats such as enlarged print

2. Commitment:

Temmer Enterprises provides its programs and services in a manner that respects the dignity and independence of persons with disabilities.

3. Programs and Services for Persons with Disabilities

Temmer is committed to excellence in services. Some of the arenas in which it operates are:

- Lectures
- Meetings
- Conferences
- Training sessions
- Hearings
- Examinations
- Public and family events

2

4.1 Communication

- Temmer communicates in an appropriate and respectful manner.
- Temmer produces material in accessible formats according to the needs of the consumer.
- Temmer trains its independent notetakers to understand and respect the needs of its clients.
- Temmer uses a client's assistive device to communicate with them only when directed to do so by the consumer or their support person.
- Temmer communicates directly with the client, not their support person.
- Temmer avoids complicated language.

- Temmer notetakers ask for clarification when required.
- Temmer 's website meets AODA requirements.

4.2 Telephone Services

- Temmer will communicate by texting, email, or Bell relay services in accordance with the consumer's preferences.

4.3 Assistive Devices

- Temmer's notetakers are familiar with the various assistive devices that may be used by participants while accessing its services.
- Temmer has appointed an Accessibility Contact/ Accessibility Liaison Officer.

4.4 Accessibility Committee

- Temmer's Accessibility Committee oversees all issues relating to accessibility.
- The committee is comprised of the Accessibility Liaison, the Executive Director, and occasionally an outside agency/person for clarification/information.
- The Accessibility Liaison consults with outside professionals/agencies in order to continue to further education on trends in accessibility and access.
- The Accessibility Committee:
 - Establishes policies on the provision of goods and services that are in compliance with the Accessibility Standards for Customer Services, Ontario Regulation 429/07.
 - Monitors its programs and services to verify that practices and procedures are consistent.
 - Coordinates accessibility training and training materials for all staff and independent notetakers on an annual basis.

- Conducts annual needs and strengths assessments based on information from various feedback channels.
- From time to time, canvases clients and notable participants on issues pertaining to accessibility.
- Takes reasonable steps to address solutions to complaints/negative feedback.
- Involves the person who has voiced a complaint or concern in considering a solution.
- Prepares a document outlining the entire feedback process, as posted on the Temmer website, and included in its introductory email to consumers.
 - This document states where, and in what ways, clients may provide feedback.
 - Designates the person responsible for receiving feedback.
 - Outlines the procedure followed by the Accessibility Committee upon receipt of a complaint.
 - Estimates the time required to receive a response from the Committee or its designate.
- Is responsible for developing feedback procedures, responding to any complaints or concerns.
- Meets a minimum of two times a year. Additional meetings are called on an as-needed basis.

5.1 Service Animals

- Temmer is committed to welcoming persons accompanied by a service animal.
- Temmer will ensure that all staff, independent notetakers and others representing Temmer are trained on how to interact with people who are accompanied by a service animal.

5.2 Support Person

- Temmer is committed to welcoming clients who are accompanied by a support person.
- Temmer does not interfere with a support person who may need to work on behalf of the client.
- Temmer addresses the client directly, not the support person, unless specifically requested to do so by the client.

6. Notice of Temporary Disruption

- Temmer Enterprises will provide clients with notice in the event of a planned or an unexpected disruption in services.
- The notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services. The notice will be delivered to participants by their preferred method of communication, if possible.
- Clients are requested to state their preferred method of contact.

7. Training for Staff and Volunteers

- Temmer Enterprises' Accessibility Committee coordinates training for all staff, independent notetakers and others who deal with participants.
- Individuals holding the following positions will be trained to meet all AODA requirements:
 - Administration staff
 - Executive Director
 - Contracted staff
 - Independent service notetakers
 - Accessibility Committee members
- Training materials to reflect changes in policies, practices and procedures are monitored and updated as necessary.

8.1 Feedback Process

- The ultimate goal of Temmer Enterprises is to meet or surpass client/consumer expectations.
- Comments on its programs, goods and services in regard to these expectations are welcomed and appreciated.
- Feedback regarding the manner in which Temmer provides programs, goods and services to its clients may be made by email, texting, verbally or telephonically.
- Feedback also is accepted/requested in formats not currently mentioned in this document.
- A CNT Feedback Form is emailed to students at the end of the winter semester.

8.2 Feedback Response

- All feedback is directed to the Accessibility Committee.
- Participants will receive an acknowledgement of their feedback within 48 hours.
- Confidentiality is respected by all members of the Accessibility Committee.
- Concerns are addressed according to the procedures outlined by the Committee. Procedures are documented by the Committee and may be available to the interested parties annually via email or hard copy. Names will be omitted.

6

9. Modifications to Policies

Temmer is committed to developing accessibility policies that respect and promote the dignity and independence of persons with disabilities.

- No changes, therefore, will be made to this policy before considering the impact on persons with disabilities or their families.

10. Questions about this Policy

- Please direct any questions to the attention of the Director at notes@temmer.ca.

APPENDICES

APPENDIX A	Notice of Scheduled Service Disruption	
APPENDIX B	Notice of Unscheduled Service Disruption	
APPENDIX C	Training Record	
APPENDIX D	Accessibility Information Needs	7
APPENDIX E	Feedback Form	
APPENDIX F	Record of Client Feedback	

APPENDIX A

TEMMER Enterprises Ltd.

NOTICE

Scheduled Service Disruption

There will be a scheduled service disruption at the _____. The disruption will be from _____ until _____.

Description of disruption:

- _____
- _____

The following alternative services are available:

- _____

On behalf of TEMMER Enterprises, thank you for your patience in this matter.

For questions or additional information, contact:

Phone: 1 866 358 6310

Email: notes@temmer.ca

APPENDIX B

TEMMER Enterprises Ltd.

NOTICE

Unscheduled Service Disruption

An unexpected service disruption has occurred.

Description of disruption:

- _____
- _____

The estimated time of the service disruption will be from _____ until _____.

The following alternative services are available:

- _____

On behalf of TEMMER Enterprises, thank you for your patience in this matter.

For questions or additional information, contact:

Phone: 1 866 358 6310

Email: notes@temmer.ca

APPENDIX C

TEMMER Enterprises Ltd.

TRAINING RECORD – Customer Service, AODA

All CNTs (computer notetakers) provided by Temmer have complied with AODA training standards.

Name (print)	Sent in via email on (date):	Training Location

APPENDIX D

TEMMER Enterprises Ltd.

YOUR ACCESSIBILITY NEEDS

Name: _____
(print name)

Contact Information: (check 2)

- Phone _____ TTY _____
 Email _____ Text/SMS _____
 Other (specify) _____

I require that my notes be taken in the following way:

- Brief notes only Extended notes in paragraph form
 Access notes that I can read while they are being typed
 Other (specify) _____

If there is a service disruption, would you like to be notified prior to coming to school if at all possible? Yes No.

If so, how do you wish to be contacted?

- Phone TTY/Bell Relay Other (specify) _____
 Email
 Text/SMS

(Please indicate more than one method.)

PERMISSION TO CONTACT YOU

From time to time, TEMMER may have a scheduled or an unscheduled service disruption, such as a sudden illness or family emergency. Therefore, Temmer requests your permission to add your name and access requirements on its computer. Also, Temmer requests your permission for a representative from either Temmer or the Special Needs office to contact you should a service disruption occur.

- Yes! Please contact me via:
 Phone () _____ This is a VCO or TTY
 E-mail () _____
 SMS/Text () _____

(Signature)

Date: _____

APPENDIX E

TEMMER Enterprises Ltd.

FEEDBACK FORM

Temmer strives to improve accessibility for its clients with disabilities. Temmer would like to hear your comments, questions and suggestions about the provision of its programs, goods and services.

Please call 1 866 358 6310 or email notes@temmer to share your comments about its Accessibility Policy, which is posted on its website at www.temmer.ca.

Thank you for taking the time to complete this form.

Your feedback is important to us. By answering the following questions you will help us to better assist you.

1. Date _____
2. Did Temmer respond to your customer service needs today? Yes No
3. Was its customer service provided to you in an accessible manner?
 Yes No Somewhat (explain below)

12

Did you encounter any problems in accessing its services?

- Yes (explain below)
 Somewhat (explain below)
 No

Please add any other comments you may have:

Your contact information (optional): Thank you

APPENDIX F

TEMMER Enterprises Ltd.

RECORD of CLIENT FEEDBACK

Date feedback received: _____

Name of participant (optional): _____

Contact information:

Details:

Follow-up:

Action to be taken:

Accessibility Liaison/Committee Member: _____

Date: _____

Note: Data will be collected on the types of feedback received by the Accessibility Committee. Identities of people filling out this form will be protected.

Temmer database stores confidential information and access to the database is restricted. Your name will not be shared with others without your permission.

Temmer has my permission to share my information with my designated notetaker, so that s/he may contact me to share notes, notice of disrupted services, etc.

Signed: _____ Date: _____