



Accessibility for Persons with Disabilities Client Service Policy

February, 2012

1. Our Mission

The mission of the Association of Architectural Technologists of Ontario is to be committed to providing accessible customer / client service to people with disabilities.

2. Our Commitment

In fulfilling our mission, the Association of Architectural Technologists of Ontario is committed to providing 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.

3. Providing Goods and Services to People with Disabilities

The Association of Architectural Technologists of Ontario is committed to excellence in servicing all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

a) Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train our staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

b) Telephone Service

We are committed to providing an accessible telephone service to all. We will train our staff to communicate with clients over the phone in clear and plain language and to speak clearly and slowly. We will offer to communicate by email if regular telephone communications is not available.

THE ASSOCIATION OF ARCHITECTURAL TECHNOLOGISTS OF ONTARIO

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c) Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is familiar with various assistive devices that may be used by clients with disabilities with accessing our services.

d) Billing

We are committed to providing accessible invoices to all our clients and membership. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions clients and membership may have about the content of the invoice in person, by telephone or e-mail.

4. Use of Service Animals and Support Persons

a) Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and third parties. We will ensure that our staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

An animal is an 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 certificate of training confirming that the person requires the animal for reasons relating to the disability.

While visiting it is the responsibility of the person with the service animal to control the animal at all times.

Staff shall not approach or interact with working service animals.

In the event a staff member is allergic to animals, alternative arrangements will be negotiated.

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b) Support Person

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Due to the nature of business it may be necessary for the support person to sign a confidentiality document when communicating private issues related to the person with a disability.

5. Notice of Temporary Disruptions

The Association of Architectural Technologists of Ontario will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. The notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

We will not be able to give adequate notice in case of an emergency temporary disruption.

Depending on the circumstances we post notices using such methods as signage at entrances, website or e-mails.

6. Training for Staff

The Association of Architectural Technologists of Ontario will ensure that all persons to whom this policy applies receive training as required. The amount and format of training will depend on the person's interaction with clientele.

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 assistance for a service animal or support person.
- What to do if a person with a disability is having difficulty in accessing the Associations service or resource.
- The Association of Architectural Technologists of Ontario policies, practices and procedures relating to the client service standard

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Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback Process

The ultimate goal of the Association of Architectural Technologists of Ontario is to meet and surpass customer / client expectations while serving clients with disabilities. Comments on our services regarding on how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Association provides goods and services to people with disabilities can be made verbally, e-mail or by letter. All feedback will be forwarded to the appropriate party responsible for receiving feedback. We will acknowledge receipt of comments via email within five business days.

8. Modifications to this or Other Policies.

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the Association of Architectural Technologists of Ontario, that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions About this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or the purpose of a policy is not understood, an explanation will be provided by the Association.

Prepared by: George Nazimek M.A.A.T.O.
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