

AODA CUSTOMER SERVICE STANDARD RESOURCE MANUAL

1) Module 1

- WSN Intro AODA PowerPoint Module I
 - Video – MCSS training video
- Review WSN's Accessible Customer Service Standard Training Resource Manual
 - Chapter 1 – AODA definition; People with disabilities
 - Chapter 2 – The Customer Service Standard
- [Quiz 1](#) – See the Training Log/Record (Pg # 30)

2) Module 2

- WSN AODA PowerPoint Module II
- Review WSN's Accessible Customer Service Standard Training Resource Manual
 - Chapter 3 – Interacting and communicating with customers with disabilities
 - Chapter 4 – How to use Assistive devices
 - Chapter 5 – WSN's Accessibility
 - Chapter 6 – Accommodating Service Animals
 - Chapter 7 – Interacting with someone who has a Supports Person
 - Chapter 8 – Customers having difficult accessing WSN's goods or services
 - Chapter 9 – Disruptions in Service
 - Chapter 10 – Feedback Process
 - Chapter 11 – Policies, practices, procedures and training
- [Quiz 2](#) – See the Training Log/Record (Pg # 31)

3) Policy and Procedure

- Read [Accessible Customer Service Standard Policy](#) (Pg #'s 25-29)

4) Training Documentation – part of quiz

- Training Log/Record – Initial appropriate sections and return to manager

5) Appendix Resources

- TTY and Relay Service
- Windows Ease of Access Centre Tutorial ([hyperlink](#))

Module I

Chapter 1:

What is the Accessibility for Ontarians with Disabilities Act?

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them.

The standards require the people or organizations identified in the standard to identify, remove and prevent barriers for people with disabilities in key areas of daily living. Barriers keep people with disabilities from fully participating in activities that most of us take for granted. The customer service standard is the first standard to come into effect under the AODA.

The Government of Ontario is working with different standards development committees to develop other standards in the areas of transportation, information and communications, the built environment and employment.

Who are people with disabilities?

When we think of disabilities, we tend to think of people who use wheelchairs and who have physical disabilities that are visible and obvious. But disabilities can also be invisible. We cannot always tell who has a disability.

Part 1 of the training video lists the following as different types of disabilities:

- Vision
- Hearing
- Physical
- Intellectual
- Developmental
- Learning
- Mental health
- Speech or language
- Deaf-blind

What are barriers? When you think about accessibility, it is important to be aware of both visible and invisible barriers. A barrier is anything that keeps someone with a disability from fully participating in all aspects of society because of their disability.

Attitude is perhaps the most difficult barrier to overcome because it's hard to change the way people think or behave. Remember, attitude is a major barrier that's within our power to change.

Architectural or structural barriers may result from design elements of a building such as stairs, doorways, the width of hallways and even room layout. Ex: heavy doors, steps.

Information and communication barriers can make it difficult for people to receive or convey information. For example, a person who is Deaf cannot communicate via standard telephone.

- Small print size or font
- Poor contrast

Technology, or lack of it, can prevent people from accessing information. Everyday tools like computers, telephones and other aids can all present barriers if they are not set up or designed with accessibility in mind.

Systemic barriers can result from an organization's policies, practices and procedures if they restrict people with disabilities, often unintentionally –

- A clothing store with no refund policy coupled with a change room that can't accommodate a scooter. How can they try on clothes?

Chapter 2: The Customer Service Standard

What is the customer service standard?

Ontario's accessible customer service standard is now the law. It came into force on January 1, 2008. People, businesses and other organizations that provide goods or services to the public or to other businesses or organizations in Ontario ("providers") have legal obligations under the standard. The standard is aimed at making their customer service operations accessible to people with disabilities.

The customer service standard is the first of five standards that will help lead the way to an accessible Ontario by 2025.

Who has to comply with the customer service standard?

The standard applies to all people or organizations, both public and private, that:

- Provide goods or services either directly to the public or to other businesses or organizations, and
- Have one or more employees in Ontario.
- Private, not-for-profit, and public sector organizations

Module II

Chapter 3: Interacting, Communicating and Providing Servicing to Customers with Disabilities

Vision Loss

Vision loss reduces a person's ability to see clearly. Few people with vision loss are completely 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 your customers' abilities to read signs, locate landmarks or see hazards. Some of these customers 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.

Here is how you start that application.

Types of assistance your customer might use: (i.e. Assistive Device)

- Braille
- Large print
- Magnification devices
- White cane
- Guide dog
- Support person such as a sighted guide.

General Tips

- Don't assume the individual can't see you.
- Don't touch your customer without asking permission.
- Offer your elbow to guide the person. If he or she accepts, walk slowly, but wait for permission before doing so. Lead – don't pull.
- Identify landmarks or other details to orient your customer to the environment around him or her.
- Don't touch or speak to service animals – they are working and have to pay attention at all times.

- Don't leave your customer in the middle of a room. Show him or her to a chair, or guide them to a comfortable location.
- If you need to leave your customer, let him or her know you are leaving and will be back.
- Identify yourself when you approach your customer and speak directly to him or her, even if he/she is accompanied by a companion.
- There is generally no need to raise your voice because the person does not necessarily have hearing loss. Say your name even if you know the person well as many voices sound similar.
- Be clear and precise when giving directions, e.g., two steps behind you, a metre to your left, etc. Don't use "over there" or point in the direction.
- If you're uncertain about how to provide directions, ask the person 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 the bill or explain what the specials are or what is on the menu.

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 American 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, speechreading 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 speechreading, hearing aids, sign language and/or communication devices.

Types of assistance your customer 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 customer’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. Don’t shout.
- Move to a well-lit area, if available, where your customer can see your face.
- Don’t 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, for example, using a pen and paper.
- Be patient if you are using a pen and paper to communicate. American Sign Language may be your customer’s first language. It has its own grammatical rules and sentence structure.
- Look at and speak directly to your customer. Address your customer, not the interpreter or support person.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Confirm that your customer understands you.

- If the person uses a hearing aid, reduce background noise or move to a quieter area, if possible, so the person can hear or concentrate better.
- Don't assume that the customer knows sign language or reads lips.

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 intervenor, a professional who helps with communicating.

Types of assistance your customer 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 intervenor.

General Tips

- Don't assume what a person can or cannot do. Some people who are deafblind have some sight or hearing, while others have neither.
- A customer who is deafblind is likely to explain to you how to communicate with him or her or give you an assistance card or a note explaining how to communicate with him or her.

- Identify yourself to the intervenor when you approach your customer who is deafblind, but then speak directly to your customer as you normally would, not to the intervenor.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Don't suddenly touch a person who is deafblind or touch them without permission.

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 person with a physical disability.

Types of assistance your customer might use:

- Elevator
- Mobility device (i.e., wheelchair, scooter, walker, cane, crutches)
- Support person.

General Tips

- Speak naturally and directly to your customer, not to his or her companion or support person.
- If you need to have a lengthy conversation with someone 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 customer's personal space. Do not lean over him or her or on his or her assistive device.
- Don't move items or equipment, such as canes and walkers, out of the person's reach.
- Don't touch assistive devices without permission. If you have permission to move a person in a wheelchair, remember to:
 - Wait for and follow the person's instructions
 - Confirm that your customer is ready to move

- Describe what you're going to do before you do it
- Avoid uneven ground and objects
- Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- Let your customer know about accessible features in the immediate area (i.e., automatic doors, accessible washrooms, elevators, ramps, etc.).

Mental health disabilities

Mental health disabilities are not as visible as many other types of disabilities. You may not know that your customer has a mental health disability unless you're 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 someone is experiencing difficulty controlling his or her symptoms, or is in a crisis, you may want to help out. Be calm and professional and ask your customer how you can best help.

Types of assistance your customer might use:

- Service animal
- Support person.

General Tips

- Treat a person 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 customer to try to meet their needs.
- If someone appears to be in a crisis, ask him or her to tell you the best way to help.

Intellectual or developmental disabilities

People 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 someone has this type of disability unless you are told.

As much as possible, treat your customers 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 customer might use:

- Communication board
- Speech generating device
- Service animal
- Support person.

General Tips

- Don't assume what a person can or cannot do.
- Use plain language and speak in short sentences.
- To confirm if your customer understands what you have said, consider asking the person to repeat the message back to you in his or her 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 customer, not to their companion or support person.

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 person is incapable of learning. Rather, it means they learn in a different way.

Learning disabilities can result in different communication difficulties for people. They can be subtle, such as difficulty reading, or more pronounced. They can interfere with your customer’s ability to receive, express or process information. You may not know that a person has a learning disability unless you are told.

Types of assistance your customer might use:

- Alternative technology for writing
- Calculator
- Scanning or reading technology
- Tape recorders, mini pocket recorders.

General Tips

- When you know someone with a learning disability needs help, ask how you can help.
- Speak naturally, clearly, and directly to your customer.
- Allow extra time if necessary - people may take a little longer to understand and respond.
- Remember to communicate in a way that takes into account the customer’s disability.

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

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 customer might use:

- Communication board
- Paper and pen
- Speech generating device
- Support person

General Tips

- Don't assume that because a person has one disability, they also have another. For example, if a customer has difficulty speaking, it doesn't mean they have an intellectual or developmental disability as well.
- Ask your customer to repeat the information if you don't understand.
- Ask questions that can be answered "yes" or "no" if possible.
- Try to allow enough time to communicate with your customer as they may speak more slowly.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.

Tips on talking to customers with disabilities over the phone

- Speak naturally, clearly and directly.

- Don't worry about how the person's voice sounds. Concentrate on what they are saying.
- Don't interrupt or finish your customer's sentences. Give your customer time to explain or respond.
- If you don't understand, simply ask again, or repeat or rephrase what you heard and ask if you have understood correctly.
- If a telephone customer is using an interpreter or a Relay Service, speak naturally to the customer, not to the interpreter. "How are you today" not "How is he or she today"
- If you encounter a situation where, after numerous attempts, you and your customer cannot communicate with each other due to the customer's disability, consider making alternate arrangements.

Placing a Bell Relay Service Call

1. Dial **1-800-855-0511**. The Bell Relay operator will answer saying **Bell Canada Relay service, (operator's name) speaking**, followed by **GA** for go ahead.
2. Provide the Bell Relay operator with the 10-digit telephone number you are calling
3. The Bell Relay operator will dial the number and keep you informed as you will not be able to hear the line ring. After a brief pause, the operator may tell you "I'm just explaining the Bell Canada Relay service, please hold."

The Bell Relay Operator will let you know as soon as someone answers the call. Always finish with GA so TTY users know it's their turn to respond.

Communicating using a TTY and Bell Relay Service

A teletypewriter (TTY) is a device that allows users to send typed messages across phone lines. Many people who are Deaf, oral deaf, deafened, hard of hearing or deafblind use TTYs to call other individuals.

Chapter 4: Assistive Devices

What is an assistive device?

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.

How do I interact with a customer who uses an assistive device?

- Many customers with disabilities will have their own personal assistive devices, such as wheelchairs, scooters or walkers. Don't touch or handle an assistive device without permission.
- If you have permission to move a person in a wheelchair remember to:
 - Wait for and follow the person's instructions.
 - Confirm that your customer is ready to move.
 - Describe what you are going to do before you do it.
 - Try to avoid uneven ground and objects.
 - Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- Don't move items or equipment, such as canes and walkers, out of your customer's reach.
- Respect your customer's personal space. Don't lean over him or her or on his or her assistive device.
- Let your customer know about accessible features in the immediate environment (e.g., automatic doors, accessible washrooms, etc.).

WSN's Policy re: Assistive Devices

Assistive Devices

Personal assistive devices are permitted in all WSN offices and training facilities except when subject to operator safety. WSN will train its current and future employees, volunteers and contract trainers on the use of various assistive devices available at WSN. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

So that adherence to this policy can be achieved efficiently and effectively, WSN's Board of Directors and Managers will take into account the impact on persons with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

Chapter 5: WSN's Accessibility

WSN's headquarters promotes access to various types of assistive devices and services including, among others:

- A wheelchair accessible entrance that boasts a safe and gradual incline ramp
- Automatic door openers
- An available lift for people that use mobility devices
- Training room seats with multiple ergonomic controls
- Crutches are available in the first aid room on the main level
- Relay Services – 1-800-855-0511
- WSN effectively leverages technology to promote equal access: through Windows Ease of Access Centre

WSN's Accessibility Training

All staff, including employees, volunteers and contractors will receive customer service accessibility training (module I).

A more in-depth tutorial (module II) has been created to ensure that select staff who work with people with disabilities are properly accommodated. Module II included a description on how customers with disabilities can receive services at WSN through the accessibility service described above.

The training was designed with self pacing features through an online webinar so that staff can pause at their own leisure and work at their own pace. The training included a combination of virtual demonstration, verbal instruction, interactive video tutorials and quizzes.

Chapter 6: Accommodating Service Animals

What is a service animal?

Think of a service animal as an animal with a job to do for a person with a disability. Examples include guide dogs and animals trained to alert an individual to an oncoming seizure and lead them to safety.

The Ministry of the Attorney General may issue identification cards to identify a person who is blind and his or her guide dog.

The customer service standard requires you to let people with disabilities use their service animals on the parts of your premises open to the public or to third parties unless the animal is otherwise excluded by law from the premises.

Under the standard, an animal is a service animal 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 has a letter from a physician or nurse verifying that the animal is required for reasons relating to his or her disability. If it is not obvious that the animal is a service animal, you are not required to allow the animal on your premises if the person does not have a letter from a physician or nurse, or an identification card from the Ministry of the Attorney General.

The following chart lists some types of service animals, key tasks they perform and those who use service animals.

Tips on interacting with a customer who uses a service animal

- Remember that a service animal is not a pet. It is a working animal.
- Avoid touching or addressing service animals – they are working and have to pay attention at all times.
- Avoid making assumptions about the animal. Not all service animals wear special collars or harnesses. If you're not sure if the animal is a pet or a service animal, ask your customer.
- Remember your customer is responsible for the care and supervision of their service animal. You are not expected to provide care or food for the animal. However, you could provide water for the animal if your customer requests it.

WSN's Policy re: Service Animals:

Service Animals

Persons with a disability who are accompanied by a service animal may access premises owned and operated by WSN provided the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, WSN will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to WSN's services.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the WSN Representative. The risk assessment will include identifying the risks inherent with the service animal being in the area of concern and identify alternate measures available to enable the person with a disability to access the service.

If it is not readily apparent that an animal is a service animal, the WSN Representative may ask the person with the service animal to provide verification of the animal's duty. The use, safety and clean up of the service animal is the responsibility of the person with a disability.

Chapter 7: Support Persons

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods or services.

Personal care needs may include, but are not limited to, assistance with eating or using the washroom. Medical needs may include, but are not limited to, monitoring someone's health conditions, providing injections and providing support when someone has moderate to severe seizures.

The support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Customers with disabilities must be allowed to utilize their support persons while accessing your organization's goods or services on the parts of the premises open to the public or third parties. If your organization charges for admission, you are required to have a policy regarding

what amount, if any, is charged for support persons. Advance notification of a fee, if any, is required.

WSN's Policy re: Support Persons

Support Persons

WSN welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform relevant WSN persons of their participation.

There may be rare circumstances where, for reasons of health and safety, allowing a person with a disability to enter a premises accompanied by their support person needs to be considered. Examples of such situations include potential fire code violations. If deemed necessary, a risk assessment will be conducted by the WSN Representative. The risk assessment will include identifying the risks inherent with the support person being in the area of concern and identify alternate measures available to enable the person with a disability to access the service. Support persons shall be permitted entry to all WSN facilities and meeting rooms that are open to the public. Where there are admission fees for an event or training session organized by WSN, persons with a disability shall be expected to pay the same fee as other attendees, but no admission fee shall be charged to their support person.

Please note that Support Persons will not receive certification or documentation of course completion for although they have attended a training session, they are not considered an active participant.

Chapter 8: What to do if a customer with a disability is having difficulty accessing goods or services?

All customers have their own specific needs or preferences. Being positive, flexible and open to suggestions will help to create a good customer experience. A good starting point is to ask your customer how you can help them access your goods or services.

Often, good customer service for people with disabilities can be achieved through simple and effective solutions to challenges. For example:

- Your customer is in a wheelchair and cannot enter the coffee shop where you work because of a step at the door. You could offer to serve her at the door.
- If the automatic door openers at WSN were to brake, be prepared to open the door manually.

Remember, your customers are your best source for information about their needs. Ask them what you can do to help them. They will likely appreciate your attention and consideration for their needs.

Chapter 9: Disruptions in Service

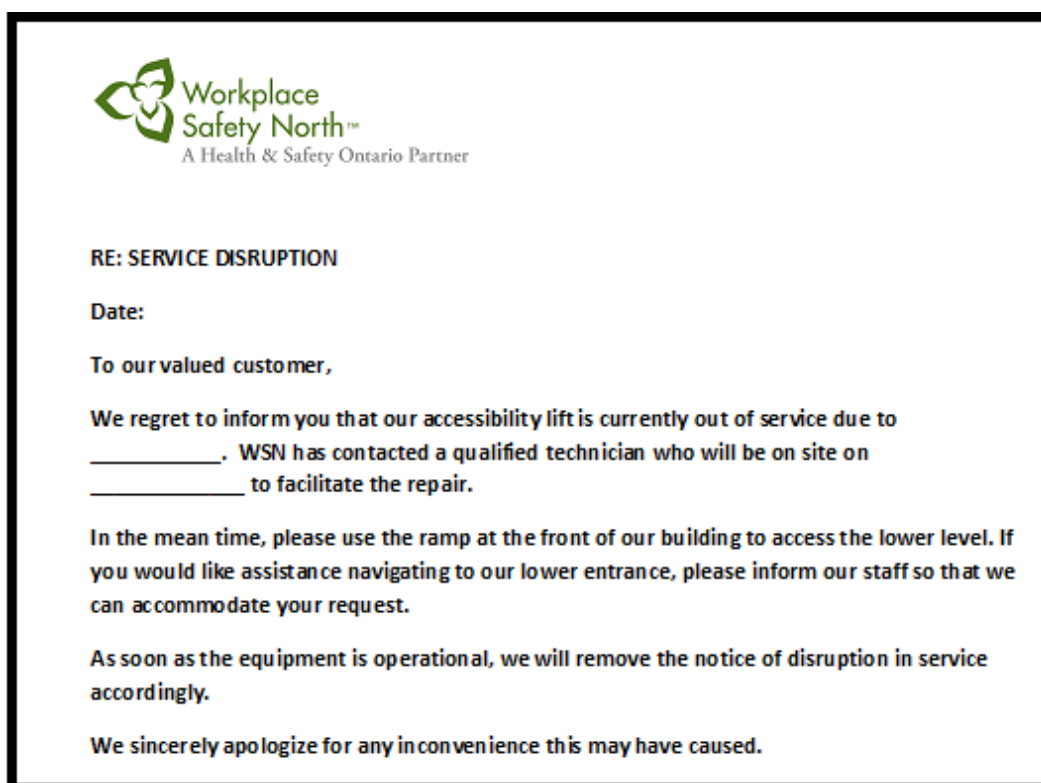
Notice of Disruption in Services

In the event of a service disruption, WSN will take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, WSN's website, physical postings and/or communication via email or phone call to affected individuals. The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption;
- Information about the reason for the disruption;
- Anticipated duration of the disruption; and
- Descriptions of alternative facilities or services, if any.

Here is a sample of the documentation used for Notifying the Public about Disruptions in Service:

Template:



Chapter 10: Feedback Process

- WSN actively promotes and accepts feedback from customers with disabilities
- In accordance with our policies and AODA compliance, WSN encourages feedback in person, by telephone, in writing, by email, or telephone relay.

WSN's Policy re: Feedback

Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing or by email. WSN will make best efforts to provide a response in the same format in which the feedback was received.

WSN Management has created a feedback process that will review the implementation of this policy with WSN's partners such as unions, customers and citizens' groups,

All feedback will receive an immediate reply that will outline the turnaround time for response; Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Feedback may be provided directly to Human Resources, who respond within 21 working days.

Feedback can be directed to:

Manager, Human Resources
Workplace Safety North
690 McKeown Ave.
P.O. Box 2050, Station Main
North Bay, ON P1B 9P1
Telephone: 705-474-7233
Email: accessible@workplacesafetynorth.ca

For more information on the AODA Customer Service Standards, please contact:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (*Service Ontario*)
Toll-free: 1-866-515-2025
TTY: 416-325-3408 / Toll-free: 1-800-268-7095
Fax: 416-325-3407

www.AccessON.ca

www.mcsc.gov.on.ca

Chapter 11: Policies, practices, procedures, and training

WSN is committed to providing services to our clients, the public and our staff that are free of barriers and biases. WSN strives to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our learning and working environments. Our conduct will demonstrate our belief in the strength diversity brings to our communities.

Responsibility and Authority

Employees, Volunteers & Contractors: To participate in the AODA training provided by the organization and comply with the policy, practices and procedures.

Human Resources Department: Maintain AODA Customer Service Standard training records for Employees, Contractors & Volunteers including names and dates.

To receive feedback regarding WSN's Accessibility Customer Service Policy, practices and procedures and to respond to this feedback, when requested within the timelines and directions as identified in this policy.

To ensure that new employees, volunteers and students are trained as part of their Onboarding process.

WSN Representative: To comply with the AODA, Ontario Regulation 429/27 legislation when dealing with Customers.

Policy

WSN will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA.

Dignity- Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence-Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration-Persons with disabilities can access all goods and services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity-Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Communication with Persons with Disabilities

When communicating with a person with a disability, WSN will do so in a manner that takes into account the person's disability. WSN commits to provide training on customer service to all

current and future employees, volunteers and contract trainers. This training will include how to interact and communicate with persons with various types of disabilities.

Training on Policies, practices and procedures related to AODA

WSN shall provide all Employees, Volunteers and Contractors with a review of the purpose of the AODA and the requirements of the Accessibility Standards for Customer Service;

All Employees, Volunteers and Contractors must complete:

PowerPoint Module I

- Customer Service video resource
- Review Ch. 1 and 2 of the Customer Service Standard Training Manual,
- Complete quiz #1
- Read the new “Accessible Customer Service Policy”

Module II

- Must complete module I
- Watch the Serve-ability video tutorial
- Review Ch. 3 – Ch. 11 of Training Manual,
- Complete quiz # 2

DOCUMENT IDENTIFICATION

Document Title	Accessible Customer Service	Document No.	ADM-005	Page 25 of 4
-----------------------	-----------------------------	---------------------	---------	--------------

DOCUMENT CLASSIFICATION

Document Type	Policy	Category	Administration
----------------------	--------	-----------------	----------------

DOCUMENT CONTROL

Prepared By	Human Resources	Effective Date	November 2, 2012
Approved By	Candys Ballanger-Michaud, President & CEO	Supersedes	October 28, 2011
Date Approved	November 9, 2012	Next Review Date	October 2013

RELATED DOCUMENTATION / POLICIES

INTERNAL

- Code of Business Ethics and Behaviour (draft in progress)
- Customer Service Standard
- Disruptions in Service template
- Feedback form

EXTERNAL

- [Accessibility for Ontarians with Disabilities Act](#)
 - [Ontario Regulation 429/07 – Accessibility Standards for Customer Service](#)
- [Freedom of Information and Protection of Privacy Act \(FIPPA\)](#)

Purpose	<p>The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities.</p> <p>Under the AODA, Ontario Regulation 429/07, entitled “Accessibilities Standards for Customer Service”, this regulation establishes accessibility standards specific to customer service for public sector organizations.</p>
----------------	--

Scope	WSN is committed to providing services to our clients, the public and our staff that are free of barriers and biases. WSN strives to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our learning and working environments. Our conduct will demonstrate our belief in the strength diversity brings to our communities.
Responsibility & Authority	<p>EMPLOYEES, VOLUNTEERS & CONTRACTORS</p> <ul style="list-style-type: none"> To participate in the AODA training provided by the organization and comply with the policy, practices and procedures. <p>HUMAN RESOURCES DEPARTMENT</p> <ul style="list-style-type: none"> Maintain AODA Customer Service Standard training records for Employees, Contractors & Volunteers including names and dates. Maintain AODA tab on WSN web page. To receive feedback regarding WSN’s Accessibility Customer Service Policy, practices and procedures and to respond to this feedback, when requested within the timelines and directions as identified in this policy. To ensure that new employees, volunteers, students and WSN Board of Directors are trained as part of their on-boarding process. <p>WSN REPRESENTATIVE</p> <ul style="list-style-type: none"> To comply with AODA, Ontario Regulation 429/27 legislation when dealing with Customers.

POLICY

WSN will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

- **Dignity** – Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person’s importance.
- **Independence** – Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- **Integration** – Persons with disabilities can access all goods and services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.
- **Equal Opportunity** – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

COMMUNICATION WITH PERSONS WITH DISABILITIES

When communicating with a person with a disability, WSN will do so in a manner that takes into account the person’s disability. WSN commits to provide training on customer service to all current and future employees, volunteers and contract trainers. This training will include how to interact and communicate with persons with various types of disabilities.

NOTICE OF DISRUPTION IN SERVICE

In the event of a service disruption, WSN will take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, WSN's website, physical postings and/or communication via email or phone call to affected individuals.

The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption,
- Information about the reason for the disruption,
- Anticipated duration of the disruption, and
- Descriptions of alternative facilities or services, if any.

ASSISTIVE DEVICES

Personal assistive devices are permitted in all WSN offices and training facilities except when subject to operator safety. WSN will train its current and future employees, volunteers and contract trainers on the use of various assistive devices available at WSN. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

So that adherence to this policy can be achieved efficiently and effectively, WSN's Board of Directors and Managers will take into account the impact on persons with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

SERVICE ANIMALS

Persons with a disability who are accompanied by a service animal may access premises owned and operated by WSN provided the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, WSN will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to WSN's services.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the WSN Representative. The risk assessment will include identifying the risks inherent with the service animal being in the area of concern and identifying alternate measures available to enable the person with a disability to access the service.

If it is not readily apparent that an animal is a service animal, the WSN Representative may ask the person with the service animal to provide verification of the animal's duty. The use, safety and clean-up of the service animal is the responsibility of the person with a disability.

SUPPORT PERSONS

WSN welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform relevant WSN persons of their participation.

There may be rare circumstances where, for reasons of health and safety, allowing a person with a disability to enter a premises accompanied by their support person needs to be considered. Examples of such situations include potential fire code violations. If deemed necessary, a risk assessment will be conducted by the WSN Representative. The risk assessment will include identifying the risks inherent with the support person being in the area of concern and identifying alternate measures available to enable the person with a disability to access the service.

Support persons shall be permitted entry to all WSN facilities and meeting rooms that are open to the public. Where

there are admission fees for an event or training session organized by WSN, persons with a disability shall be expected to pay the same fee as other attendees, but no admission fee shall be charged to their support person. Please note that Support Persons will not receive certification or documentation of course completion, although they have attended a training session, they are not considered an active participant.

FEEDBACK

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing or by email. WSN will make best efforts to provide a response in the same format in which the feedback was received or in the manner identified on the feedback form as the preferred method.

WSN Management will create a feedback process that will review the implementation of this policy with WSN's partners such as unions, customers and citizens' groups; methods would include use of electronic means such as websites.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Feedback may be provided directly to Human Resources in any accessible format. WSN has created an online feedback form that will generate an automated reply acknowledging the receipt of the feedback. Most inquiries will receive a formal response within 2 business days, although depending on the nature of the feedback and method of delivery it may take up to 1 week. All feedback is confidential in accordance with FIPPA.

TRAINING

WSN shall provide all Employees, Volunteers, Board of Directors, Advisory Committee members, and Contractors with a review of the purpose of the AODA and the requirements of the Accessibility Standards for Customer Service. Department manager will be responsible for ensuring that advisory committee members have received training.

More in-depth training will be provided to those Employees, Volunteers and Contractors who:

- Deal with the public or other third parties on their behalf, or
- Are involved in the development and approval of customer service policies, practices and procedures.

In depth training will include:

- A review of how to interact and communicate with persons with various types of disabilities,
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person,
- How to use WSN's available equipment or devices that may assist with the provision of services to persons with disabilities,
- What to do if a person with a disability is having difficulty in accessing WSN goods and/or services,
- WSN's policies, procedures and practices related to the provision of services to persons with disabilities.

New employees, volunteers and contractors will be provided such training as part of their orientation. Documentation of training of employees, volunteers and contractors including names of participants and dates of training shall be maintained by the Human Resources Department.

AVAILABILITY AND FORMAT OF DOCUMENTS (ALTERNATIVE FORMATS)

All documents required by the Accessibility Standards for Customer Service, including WSN's Accessible Customer Service Policy, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to the Freedom of Information and Protection of Privacy Act. When providing these documents to a person with a disability, and by request WSN will endeavour to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Additional Information

For more information on the AODA Customer Service Standards, please contact the:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)

Toll-free: 1-866-515-2025

TTY: 416-325-3408, Toll-free: 1-800-268-7095

Fax: 416-325-3407

Or, visit the following websites:

www.AccessON.ca, and www.mcass.gov.on.ca (click on “Accessibility for Ontarians with Disabilities”)

ACRONYMS AND DEFINITIONS

AODA	Accessibility for Ontarians with Disabilities Act, 2005
WSN Representative	The WSN Employee, Volunteer or Contractor who is facilitating the service or providing the goods to the customer with the disability.
FIPPA	Freedom of Information and Protection of Privacy Act

CHANGES TRACKING LOG

Revision(s) Date	Revision(s) Made

REVIEW HISTORY

- Drafted October 2011
- Approved October 28, 2011
- Revised Nov 2, 2012
- Approved Nov 5, 2012

Documentation
Accessibility for Ontarians with Disabilities Act (AODA)
Training Record

Name:			
Department:			
Reporting Supervisor:			
Training Components:	MODULE	DATE COMPLETED	INITIAL
	Module I: <ul style="list-style-type: none"> • Intro to AODA PowerPoint • Intro Video • Review Manual Ch. 1 + Ch. 2 • Quiz # 1 		

Test your knowledge Quiz # 1

Circle **True** or **False** for the following statements:

1. Under the Accessibility for Ontarians with Disabilities Act, 2005, different standards on accessibility are being developed that will set requirements for the identification, removal, and prevention of barriers for people with disabilities in key areas of daily living.
True or False

2. The customer service standard is a voluntary standard. Your business or organization can decide whether or not to put it into practice.
True or False

3. The term 'disability' only applies to people who use wheelchairs.
True or False

4. Avoiding someone because of their disability is a barrier in attitude.
True or False

Training Components:	MODULE	DATE COMPLETED	INITIAL
	Module II: <ul style="list-style-type: none"> • PowerPoint Module II • Review Manual Ch. 3 to Ch. 11 • Quiz # 2 		
	Read WSN's Accessible Customer Service Policy		

Test your knowledge Quiz # 2

1. It's helpful for someone who uses a hearing aid if you reduce background noise.
True or False
2. A disability may or may not affect how a person interacts with members of the public.
True or False
3. If your customer uses a manual wheelchair, feel free to push them around our office.
True or False
4. You can always tell when someone has a disability.
True or False
5. Assistive devices enable a person with a disability to do everyday tasks and activities.
True or False
6. Your organization must allow people with disabilities who use a support person to bring their support person with them while accessing goods or services on parts of the premises that are open to the public.
True or False
7. Service animals should be treated as pets.
True or False
8. Your organization must accept feedback about the way it provides goods or services to people with disabilities.
True or False
9. You should not ask your customer to repeat himself if you don't understand him the first time. It might offend him.
True or False
10. If a person has vision loss they cannot see anything.
True or False

Appendix Resources

1) Bell Relay Service Resources

2) Windows Ease of Access: See link for tutorial:

<http://www.microsoft.com/enable/products/windows7/>

Bell Relay Service Resource Appendix

Bell Relay service

The Bell Relay service (BRS) supports communication by phone between hearing people and people who are deaf, deafened, hard of hearing, or those with speech disabilities. Professionally trained operators act as intermediaries to facilitate the call. Bell Relay operators are available 24 hours a day, 7 days a week.

Calls placed through the Bell Relay service are also entirely confidential. Bell Relay operators follow a strict code of ethics. No record of conversation content is retained.

[Download Bell Relay cards \(PDF\)](#)

This page deals with the following topics:

- [Types of Bell Relay service calls and charges](#)
- [Common TTY abbreviations](#)
- [Accessing Bell Relay](#)
- [Accessing Bell Relay service on your mobile phone](#)

- [How Bell Relay service works for TTY users](#)
- [How Bell Relay service works for voice users](#)
- [What is Voice Carry Over?](#)
- [What is Hearing Carry Over?](#)

Types of Bell Relay service calls and charges

There is no charge for using the Bell Relay service to place local calls. Long distance calls are billed to the number you are calling from at a reduced rate. The cost of the call will depend on where you are calling from, the type of phone service you have and how you are billing the call.

Registered TTY/teletypewriter users are eligible for a 82% rebate on Canada-to-Canada or Canada-to-US long distance calls that are billed to their Bell Home phone service.

To register for the discount or get more information on the available long distance discounts for TTY/teletypewriter users, please [contact the Accessibility services centre](#).

NOTE: Calls to 900 and 976 numbers are not accepted.

Collect, person-to-person and Calling Card™ calls and calls billed to a third number* are subject to regular operator-handling charges.

Calls from a public phone or hotel must be charged collect, to a third number or using a Calling Card. Calls from a public phone cannot be paid with additional coins or "quick change" cards because the Bell Relay operator cannot collect or return your money. Calls billed to a third number are always checked before a call is connected.

Common TTY abbreviations are:

ANS - answer

BRS - Bell Relay service

CA - communication assistant (relay operator)

CC - close-captioned

GA - go ahead

GA OR SK - go ahead if you have more to say but I'm finished

GA TO SK - go ahead to stop keying or goodbye

HCO -Hearing Carry Over (relay service)

HD - hold

HOH or HH - hard of hearing

INFO - information

IP RELAY - Internet Protocol Relay service

KIT - keep in touch

OC - open captioned

OPR - operator

SK - stop keying (end of call)

SKSK - hanging up

TERP - interpreter

VCO - Voice Carry Over (relay service)

VRS - Video Relay service

XXX - mistake

Accessing Bell Relay service

1 800 855-0511 (Voice to TTY)

711 (TTY to Voice)

1 800 855-1155 (TTY to TTY)

For Operator Assistance in billing your long distance call to another TTY.

Accessing Bell Relay service on your mobile phone

Pressing **#711** on a mobile phone connects the hearing mobile phone user with a TTY operator, who will relay the call to a person with a wireline-based TTY device who is deaf, deafened, hard of hearing or has a speech disability.

How Bell Relay service works for TTY users

Persons who are deaf, hard of hearing or have a speech disability use a TTY to type their conversations to a Bell Relay operator. The operator then reads the typed conversation to the other party. The Bell Relay operator then types the other party's spoken words back to the TTY user.

Placing a Bell Relay service call

1. Dial **711**. The Bell Relay operator will answer saying **Bell Canada Relay service, (operator's name) speaking**, followed by **GA** (for go ahead).
2. Type in the area code and number you would like to call, and then type **GA**. Although you are not required to give the operator your name or the name of the person you are trying to reach, doing so helps the agent connect to the person you are calling.
3. The Bell Relay operator will dial the number. After a brief pause, the operator may tell you: "I'm just explaining the Bell Canada Relay service, please hold." The Bell Relay operator will let you know as soon as someone answers the call, i.e. "John is on the line, GA" (if you provided a name).

Answering an incoming call using your TTY device

- When your phone rings or you see the signal light flashing indicating an incoming call, place the handset on the TTY coupler and switch the power on.
- When you receive a collect call, the TTY operator will type the name of the person calling and ask if you will accept the charges. If you accept, type **YES GA**; if not, type **NO GA**.

General tips for TTY users

- A TTY (sold prior to 1995) sends signals at 60 words per minute.
- If you're making a long distance call, plan what you want to say in advance. Use abbreviations, and don't worry about spelling.
- When calling a large corporation, be sure to give the operator the department and the name of the person you are trying to reach. This way, the call will progress much more quickly, and the operator won't have to keep repeating the procedures for using the BRS system. If you know the extension number of the person you are trying to reach, tell the operator at the beginning of the call.
- If you type the wrong word or message, either backspace or type **XXX** after the mistake.
- When you finish your turn, remember to type **GA** to signal the other person to respond.
- If the person you are trying to reach is already familiar with the Bell Relay service, tell this to the operator at the beginning of the call.
- If the message on your screen becomes garbled, press XXX or the spacebar to reconfigure your TTY.
- You can leave messages on answering machines or voicemail systems with the Bell Relay service. When you do so, you could mention that you have called using the relay service, and leave the Bell Relay service 1 800 number with your area code and phone number.
- When the conversation is finished, type **GA** or **SK** (stop keying). The other person will either continue or type **SKSK** for goodbye. You should respond with **SKSK**. Complete your call by placing the handset back on the phone and turn the TTY power switch off.
- Always wait for the Bell Relay operator's **GA** before typing.
- Dial **1 800 855-1155** to place collect, Calling Card and person-to-person calls, or for calls billed to a third number. These calls are subject to regular operator-handling charges and are not eligible for TTY-user discounts.

- If you have trouble dialling a call yourself (i.e. you are cut off during your conversation or your message is garbled due a problem with the line), the TTY operator can help you complete the call. Depending on the circumstances, the charges may be adjusted.

In case of an emergency

- Dial 9-1-1 or your local emergency number. Press the space bar intermittently until you get a response.
- Be prepared. Note down your local emergency numbers and keep them near your TTY teletypewriter for handy reference.
- Note: The Bell Relay service is not an emergency service.

How Bell Relay service works for voice users

You can easily initiate home or mobile phone calls to TTY users using the Bell Relay service. A Bell Relay operator will type your spoken words to TTY users and read back their replies.

Placing a Bell Relay service call for voice users

- Dial **1 800 855-0511**. The Bell Relay operator will answer saying **Bell Canada Relay service, (operator's name) speaking**, followed by **GA** (for go ahead).
- Provide the Bell Relay operator the area code and number you would like to call. Although you are not required to give the agent your name or the name of the person you are trying to reach, doing so helps the agent connect to the person you are calling.
- The Bell Relay operator will dial the number and keep you informed, as you will not be able to hear the line ring. After a brief pause, the operator may tell you: "I'm just explaining the Bell Canada Relay service, please hold."
- The Bell Relay operator will let you know as soon as someone answers the call, i.e. "John is on the line, GA" (if you provided a name), and read what is typed, followed by "go ahead". "Go ahead" is your cue to begin speaking. Always finish by saying "go ahead" so TTY users know it is their turn to respond.

General tips for voice users

- Speak directly to the TTY user, not to the Bell Relay operator.
- Talk a bit more slowly than usual as the Bell Relay operator is typing in word for word what you are saying.
- Spell names.
- Always say “go ahead” when you are finished.
- Always wait for the Bell Relay operator to say “go ahead” before speaking.
- Let the Bell Relay operator know at the beginning of the call if you are familiar with the service

What is Voice Carry Over?

If you can speak clearly, but must use a TTY to see what the other person is saying, you may request Voice Carry Over (VCO). VCO lets you speak for yourself, while a Bell Relay service operator types what the person says to you.

Placing a call to the Bell Relay service on your Voice Carry Over phone

1. Dial **711** and watch the ringing indicator light.
2. When the Bell Relay service answers, you will see "Bell Canada Relay service, this is [operator's name and number] followed by **GA** for “go ahead”.
3. Press your phrase key for **VCO ON PLEASE GA**.
4. The Bell Relay operator will type back to you **VCO IS ON GA**. Now they are ready to hear you speak.
5. Tell the Bell Relay operator the name and number of the person you are calling and then say “go ahead”.
6. After the Bell Relay operator hears your go ahead, the operator will type back to you **THANK YOU PLEASE HOLD**.
7. The Voice Carry Over remains off until the Bell Relay operator connects you to the person you are calling.
8. The Bell Relay operator will update you on the status of the call (ringing, busy, and who has answered) by typing to you.

9. When the Bell Relay operator has connected with the other person, the operator will type **(NAME) IS ON THE LINE, VCO IS ON GA**.
10. When you see the **GA**, it is your turn to speak. Remember to say “go ahead” when you are done.

NOTE: Since a Voice Carry Over phone cannot be used to receive text and to speak at the same time, the correct use of “go ahead” is necessary for smooth conversations.

Receiving a call on your Voice Carry Over phone from the Bell Relay service

1. The Bell Relay service will be identified as "Bell Canada Relay service" on your call display.
2. Answer the call and immediately send out your phrase **VCO ON PLEASE**.
3. This will alert the relay agent that you are ready to speak. He or she will type "This is the Bell Canada Relay service. I have a call for (name if provided). VCO is ON GA."
4. Respond to the Bell Relay service operator by speaking and say “go ahead” when you are done.
5. The Bell Relay service operator will type what the caller is saying and you will see **GA** when it is your turn to speak.

Note: Since a Voice Carry Over phone cannot be used to receive text and to speak at the same time, the correct use of “go ahead” is necessary for smooth conversations.

What is Hearing Carry Over?

If you can hear, but must use a TTY to type what you need to say, you may request Hearing Carry Over. Hearing Carry Over allows you to hear what the other party is saying while a Bell Relay service operator speaks for you by reading what you type to the other person.

Placing a Hearing Carry Over call

1. Dial **711** and ensure that the handset of the phone is inserted into the TTY handset receptacle.
2. When the Bell Relay operator answers, "Bell Canada Relay service" will appear along with the operator's name and operator number, followed by **GA** (for go ahead).

Please note that you will be communicating via only text until the operator gets the person you are calling on the line.

3. Type **HCO ON PLEASE** followed by **GA**. The Bell Relay operator will update you on the status of the call (ringing, busy, and who has answered) by typing to you.
4. When the operator has connected with the other person, the operator will type **(NAME) IS ON THE LINE, HCO IS ON GA**.
5. When you see the **GA** you can begin typing. The Bell Relay operator will read your text to the person you have called.
Remember to type **GA** when you are done.
6. Lift the phone handset off the TTY and listen to the other person's spoken response. When they say "go ahead", place the handset back down on the TTY and type your response.
7. Type **GA to SK** (stop keying) when you are ready to end the call.

Receiving a Hearing Carry Over call

1. Answer the call (identified as Bell Canada Relay service on your call display).
2. Immediately place the handset on your TTY, type your greeting and **HCO ON PLEASE**, followed by **GA**.
3. The Bell Relay operator will type who they have on the line to speak with you and also type **HCO ON GA**.
Note: You will be communicating only via text until the Bell Relay operator initiates Hearing Carry Over.
4. Type your response, followed by **GA**. Lift the handset off the TTY and listen to what is said. When you hear the caller say "go ahead", place the handset back on the TTY and type your response.
5. Type **GA to SK** (stop keying) when you are ready to end the call.

Note: Since a Hearing Carry Over phone cannot be used to receive text and to speak at the same time, the correct use of "go ahead" is necessary for smooth conversations.