



CONDRAIN GROUP

Human Resource Policy Manual	AODA – Customer Service Standard
	DATE: September 23 <sup>rd</sup> , 2013

### **Purpose**

The purpose of this policy is to address the accessibility requirements of *Ontario Regulation 429/07 Accessibility standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005*. The Company is committed to conform to all aspects of this Act. The company also recognizes that the key principles of accessibility are independence, dignity, integrity and equality.

### **Definitions**

#### *Disability*

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*.

#### *Person with Disability*

Any individual that is affected with a disability as defined under the *Ontario Human Rights Code*.

#### *Barrier*

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005*. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical barrier, an architectural barrier, any information or communication barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

#### *Assistive Device*

Is an auxiliary aid such as technical aids, communication aids, cognition aids, personal mobility aids and medical aids that are used to increase, maintain, or improve the functional abilities of people with disabilities to access and benefit from goods and services offered by the Company. Assistive devices include but are not limited to: canes, crutches, walkers, wheel chairs, white canes, identity canes, oxygen tanks, hearing aids, word boards, electronic communication devices, augmentative and alternative devices, Bell Relay and telephone amplifiers.

#### *Service Disruption*

Any planned or unplanned disruption of services that are provided by the Company and are used by and made available to persons with disabilities to be able to access the Company facilities, goods or services.

### **Scope**

This policy will apply to all applicable management and employees of the Company, including volunteers, agents, contractors, third parties or any other individuals who interact with the public or other third parties, who represent or act on behalf of the Company in any manner.

### **Responsibility**

It is the responsibility of all applicable management, staff and volunteers working on behalf of the Company to follow and carry out the procedures outlined in this policy.

All applicable management, staff and volunteers will be made aware of and trained to better understand the purpose and intent behind this policy and to implement the procedures effectively.

### **Assistive Devices**

Persons with disabilities may use their own assistive devices to access or benefit from the Company goods or services, unless those assistive devices are prohibited due to health and safety or privacy issues.

It is the responsibility of the disabled person to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

### **Communication**

The Company will endeavor to communicate with persons with disabilities in ways that take into account their disability. This means that staff will communicate in a means that enables persons with disabilities to communicate effectively for the purposes of requesting/obtaining goods or services.

### **Service Animals**

Persons with disabilities are permitted to be accompanied by their service animal in all premises that are open to the public, when accessing goods or services by the Company, unless the animal is otherwise excluded from entering the premises governed by other laws.

In the event the service animal is prohibited from entering the premises due to other law enforcement, the Company shall ensure that other measures are available to enable the person with a disability to obtain and benefits from the Company goods or services.

It is the responsibility of the disabled person to ensure that the service animal is kept under control at all times.

### **Support person**

Persons with disabilities are permitted to be accompanied by a support person on the Company premises that are open to the public, to enable the person with a disability to obtain and benefit from the Company goods or services.

### **Notice of Disruption**

In the event an actual or anticipated disruption to facilities, services or systems that are relied upon by persons with disabilities to access the Company goods or services, a notice of disruption shall be provided in advance.

Such notice will include:

- a) Reason for the temporary disruption
- b) Anticipated duration of the temporary disruption

- c) Description of alternate facilities or services, if available; and
- d) Contact information

### **Training**

The Company is committed to establishing and providing *Customer Service Standard* accessibility training to all applicable managers, employees, volunteers and all those involved in the development of policies, practices and procedures as well as those dealing with members of the public or other third parties on behalf of the Company.

The training should include, but not limited to:

- a) The purpose of the *Accessibilities of Ontarians with Disabilities Act, 2005* and the requirements of *Ontario Regulation 429/07 Accessibility Standards for Customer Service*
- b) How to interact and communicate with persons with various types of disability
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
- d) How to use equipment or devices available on the Company premises or otherwise provided by the Company that may help with the provision of goods or services to a person with disability
- e) What to do if a person with a particular disability is having difficulty accessing the Company goods or services
- f) The Company AODA policies, procedures and practices.

Training shall be provided to each person as soon as practicable after he or she is assigned duties.

Training will be provided on an ongoing basis as changes occur to the Company policies, practices and procedures governing the goods or services to persons with disabilities.

The Company will keep detailed records of the training provided for reporting purposes.

### **Feedback Process**

The Company will maintain a feedback process to allow members of the public to comment about the manner in which the Company provides goods or services to persons with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

All feedback will be kept confidential and only used to improve a service.

Members of the public may submit their comments or concerns in person at the Company location or by any of the following methods:

Tel: 905-669-5400

Email: [cd-hr@condrain.com](mailto:cd-hr@condrain.com)

Mail: 30 Floral Parkway, Concord, ON, L4K 4R1, Attention HR Department.

### **Alternate Format**

The Company is committed to providing accommodation to persons with disabilities where appropriate.

If the Company is required to provide a document to a person with a disability, the Company will keep into account that person's disability and provide the document in an appropriate format.

The person with a disability and the Company will agree on the appropriate format to be used.

**Notice of Availability**

The Company is committed to making this policy and any other documents required by *Ontario Regulation 429/07* available to any party upon request.