



Accessible Customer Service

*Accessibility for Ontarians with
Disabilities Act (AODA), 2005*



Accessible Customer Service Policy

ID #: 80HR-D-081

Revised Date:

Effective Date: 01-Jan-2012

Approved By: Senior Director of
Human Resources

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Policy Statement

The ABC Group of Companies (hereinafter referred to as the ABC Group) is committed to providing customer service to people with disabilities.

Background

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was created with the goal of developing standards that would improve accessibility for people with disabilities across the Province of Ontario. The AODA allows the Provincial Government to develop specific standards of accessibility and to enforce them. The standards are made into regulations pursuant to the AODA.

Ontario Regulation 429/07 – Accessibility Standard for Customer Service came into force on January 1, 2008. The customer service regulation is the first standard developed under the AODA. The regulation requires designated public sector organizations, including municipalities, to be in compliance with a number of customer service accessibility standards by January 1, 2012.

PURPOSE:

This policy is intended to meet the requirements of the *Ontario Regulation 429/07* under the *Accessibility for Ontarians Disabilities Act, 2005*. It applies to the *provision* of goods and services to the public, not the goods themselves.

- a) This policy aims to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from ABC Group goods and services. Reasonable efforts will be made to ensure that:
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
 - The goods and services provided to persons with disabilities are integrated with the provision to others, unless an alternative measure is necessary to allow a person with a disability to benefit from the goods and services. The alternate measure may be temporary or permanent;
 - Communication with a person with a disability are conducted in a manner that takes into account his or her disability.
 - People with disabilities may use assistive devices, service animals and support persons as is necessary to access ABC Group goods and services. If a service animal is excluded by law from a premise, other measures will



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be made available for the person with a disability to access the goods or services.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability is defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheel chair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a 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 his disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Guide Dog – is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Person's Rights Act*, to provide mobility, safety and increase independence for people who are blind.



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Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by ABC Group.
- b) This policy applies to employees, and/or contractors who deal with the public or other third parties that act on behalf of ABC Group, including when the provision of goods and services occurs off the premises of ABC Group such as in: delivery services, vendors, and others as applicable.

The section of this policy that addresses the use of guide dogs, service animals, and service dogs only applies to the provision of goods and services that take place at premises owned and operated by ABC Group.

Assistive Devices

- a) Persons with disabilities may use assistive devices as required in accessing goods and/or services provided by ABC Group unless otherwise prohibited by law.

Support Persons

- a) Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods and services provided by ABC Group

ABC Group may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will only occur after the consultation with the person with a disability and when it is the only reasonable means to allow the person with a disability to access ABC Group goods or services.



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Service Animals

- a) Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods and services provided by ABC Group, unless superseded by other legislation.
- b) In the event that a service animal is prohibited by law from the premises, ABC Group will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from ABC Group goods and services.
- c) It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

Service Disruptions

- a) In the event of a planned service disruption to facilities, services or systems that are relied upon by people with disabilities to access ABC Group goods or services, notice of the disruption shall be provided in advance.
- b) Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.
- c) Notice may be given by posting the information in a conspicuous place on premises owned or operated by the provider of goods or services, or posted by such other method as is reasonable under the circumstances.
- d) In the event of an unexpected disruption, notice will be provided as soon as possible

Availability of Documents

- a) As required by *Ontario Regulation 429/0*, ABC Group will prepare one or more documents, describing the following, and provide them upon request to any person;
 - ABC Group policies, practices and procedures governing the provision of goods and services for people with disabilities;
 - ABC Group policies, practices and procedures governing the use of service animals and support persons;



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- The steps ABC Group will take in connection with a temporary disruption of services ;
 - ABC Group process for receiving and responding to feedback on the provision of goods and services for people with disabilities;
 - ABC Group policies, practices and procedures for the provision of accessible customer service
- b) When providing a document to a person with a disability, the Company will provide the document, or the information contained in the document, in a format that take the person's disability into account.

Notice of Availability of Documents

- a) Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be available by contacting the Human Resources Department within Corporate head office at 1 (416) 246 1782.
- b) ABC Group will make reasonable efforts to respond to requests for documents in alternate formats in a timely manner.

Training

- a) As required by *Ontarian Regulation 429/07*, the following individuals will receive training on a number of topics as outlined in the regulation:
- Individuals who participate in the development of ABC Group policies, practices and procedures governing the provision of goods and services to members of the public or third parties; and,
 - Other individuals as designated by ABC Group who interact with the public or other third parties on behalf of ABC Group.
- b) The training will include the following topics:
- A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of *Ontario Regulation 429/07*
 - How to interact and communicate with people with various types of disabilities;
 - How to interact with people with disabilities who use an assistive device, service animal or a support person;



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- How to use the equipment or assistive devices as available at ABC Group premises;
- What action to take if a person with a disability is having difficulty accessing goods and services; and
- ABC Group customer service policies, practices and procedures governing the provision of goods and services to people with disabilities

Timeline for Training

Training will be provided as soon as practicable upon an individual being assigned the applicable duties, as well as on an ongoing basis as changes occur to ABC Group's policies, procedures and practices governing the provision of goods or services to persons with disabilities .

Records of Training

As required by *Ontario Regulation 429/07*, ABC Group will keep records of the training provided.

Feedback Process

- a) ABC group shall create and maintain a feedback process so that members of the public are able to comment on the provision of goods and services to people with disabilities.
- b) The feedback process allows for comments in person, by telephone, in writing or by delivering an electronic text by email, or other reasonable method.
- c) The feedback process specifies the actions that will be taken by ABC Group within 72 hours if complaints or suggestions are received.



Customer Service Feedback Form

Thank you for visiting ABC Group! We value all of our customers and strive to meet everyone's needs.

Please tell us the date and location of your visit:

Date: _____ Location: _____

1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

Contact Information

Human Resources

Phone Number: 416-246-1782

Email: hr@abcgrp.com

Thank-you,
ABC Group

* You will be contacted within 72 hours of receipt



Notification of Service Disruption Form

In the event of planned or unplanned service disruptions, complete the following form to record actions taken by ABC Group Office. Post this form at applicable entrance.

1. Goods or Services that are disrupted or unavailable:

2. Reason for the disruption:

3. Anticipated duration of the disruption:

4. If applicable, other services or options that are available:

5. If applicable, Companies or individuals notified to resolve service disruption:

Notification Requirements:

Required	Area	Date Completed
<input type="checkbox"/>	All entrances	
<input type="checkbox"/>	Location of service disruption	
<input type="checkbox"/>	Telephones	
<input type="checkbox"/>	Shipping / Receiving	
<input type="checkbox"/>	Purchasing:	
<input type="checkbox"/>	Other:	
<input type="checkbox"/>	Other:	



Dear Business guests,

The (insert goods or services that are unavailable) will be out of service for (insert reason for disruption) from (insert appropriate date) until (if known, insert appropriate date).

The following alternative services and options are available:

- (list options)
-

We regret any inconvenience this may cause. If you have questions or concerns, please contact (Name, Title, E-mail, telephone).

Thank you for your understanding and patience. We appreciate your business, and look forward to seeing you again soon!

ABC Group

TRAINING PARTICIPANT LIST



COURSE:

Facilitator:

Facilitator's Signature: _____

DATE/TIME:

	EMPLOYEE NAME	LOCATION	JOB TITLE	EMPLOYEE SIGNATURE
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				



Bell Relay Service (TTY) – for persons who are deaf, hard of hearing or have a speech disability

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.

Employer makes call to TTY user : 1-800-855-0511 to access the free Bell Relay service

Customer makes call to ABC Group using TTY: Bell Relay service will facilitate the call.

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.

How Bell Relay service works for TTY users – Customer calls into ABC Group Customer Service

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.

How Bell Relay service works for voice users – ABC Group Customer Service talks to Customer

You can easily initiate telephone calls from your desk 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

Accessibility services centre

Contact Bell Accessibility if you are a person with a disability who has a general service inquiry or would like help finding solutions to fit your job requirements.

Accessibility services centre hours of operation

Monday to Friday, 8:30 a.m. to 5 p.m.

By phone

1 800 855-0511

For TTY/teletypewriter users

In Ontario: 1 800 268-9242

In Québec: 1 800 361-6476

I have read and understand the use of TTY Accessibility support tool in the Customer Service section of AODA requirements.

Name (print): _____ Signature: _____

Witness Name (print) _____ Signature: _____

Date: _____



Emergency Response Plan (Integrated Standards Compliant)

This section should be added to your existing Emergency Response Plan or Policy.

Emergency Response Plan – Alternative Formats

ABC Group is dedicated to ensuring the Health and Safety of all of our employees, volunteers, visitors, customers and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all of our employees, volunteers, visitors, customers and guests know and understand our Emergency Response Plan, if the information provided to you is unclear or in a format that prevents you from fully knowing and understanding our process, please contact the following person as soon as possible:

Human Resources

Telephone: 416-246-1782

Email: hr@abcgrp.com

In person: HR representative at each location

ABC Group will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include but are not limited to:

- Enlarged text;
- Communication support either in person or over the phone;
- Documents provided via email.

If requested, and upon approval by the individual, the individual Emergency Response and Fire Evacuation Plan shall be shared with the person designated to provide assistance to the individual.