



Human Resources Policy			
Section:	400 – Employee Relations	Policy #	HRP-400-2
Policy Name:	Customer Service Accessibility	Effective:	May 24, 2016
Created by:	Angela Gregson, HR Manager	Supersedes:	
Reviewed by:		Revision Date:	
Approved by:	Jacqueline Charabin	Revision #:	

### 1. PURPOSE

The purpose of this policy is to ensure that the *dignity and independence* of all individuals is respected with regard to Accessibility. ADJ Industries Inc. (ADJ) is committed to providing exceptional and accessible service at all ADJ locations for all full time and temporary employees, and customers who visit any of our locations. The provision of services to persons with disabilities will be *integrated* wherever possible. Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the services provided by and on behalf of ADJ.

### 2. SCOPE

All ADJ employees, contractors and customers.

### 3. DEFINITIONS

**Accessible:** customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

**Assistive device:** any device that helps a person with a disability do everyday tasks and activities. Assistive devices include digital audio players, hearing aid, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices. Note: Bell has a Relay Service from any phone for free (1-800-855-0511).

**Barrier:** anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This may include architectural or physical barriers, and information or communications barriers that make it difficult for people to receive or send information, an attitudinal barrier, a technological barrier, a policy, or a practice.

**Disability:** means:

- a) Any degree of physical 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 co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device,



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- b) A condition of mental impairment or a developmental disability
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder,
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

**Guide Dog:** a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O.1990,c.B.7, s.1(1).

**Service Animal:** an 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/her 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.

**Support person:** is another person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs, or with access to a premise.

#### 4. RESPONSIBILITIES

Managers:

- Monitor and support staff in implementing the Accessibility Policy;
- Forward any feedback from members or customers regarding accessibility to the Human Resources manager for handling.

Employees:

- Participate in required training related to Accessibility Standards;
- Support the implementation of Accessibility Standards by providing service in a manner that respects the dignity and independence of persons with disabilities, including permitting the use of assistive devices, service animals and support persons as outlined below. Suggested practices and tips for providing customer service for persons with disabilities are available by contacting the Human Resources Manager;
- Forward any feedback from members or customers regarding accessibility to their immediate manager for handling.

Human Resources Manager:

- Identify training needs throughout ADJ;



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- Ensure that mechanisms are put in place to support managers implementing Accessibility Standards or responding to accessibility-related concerns;
- Ensure that AODA reporting requirements on implementation of Accessibility Standards are completed and forwarded to the Ontario government;
- Ensure that ADJ's policies, practices, and procedures related to the AODA are available to any person upon request;
- Ensure that communications with persons with disabilities are done in a manner that takes into account their individual circumstances.

## 5. PROCEDURE

### Procedures for the use of Assistive Devices, Service Animals & Support Persons

#### 5.01 Assistive Devices

Persons with disabilities may use their own personal assistive devices while on ADJ's premise. Possible barriers to the use of assistive devices will be removed where they can be.

#### 5.02 Service Animals

Service animals are permitted to accompany any person with a disability while on the premise of ADJ, except where animals are excluded by law.

Where an animal is excluded by law from the premises, or may affect the health and safety of other people on ADJ's premise, other measures will be explored in order to provide service to the person with a disability.

Where it is not readily apparent that an animal is a service animal, ADJ may request a letter from a physician or nurse confirming that the animal is used by the person for reasons relating to his or her disability.

#### 5.03 Support Persons

Any person with a disability who is accompanied by their support person will be permitted on ADJ's premise with his or her support person.

ADJ may require a person with a disability to be accompanied by a support person when on our premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.



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**6. NOTICE OF TEMPORARY DISRUPTIONS**

In the event of a disruption of services we will notify customers promptly. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

**7. FEEDBACK PROCESS**

The ultimate goal of ADJ is to meet and surpass customer service expectations including service to customers with disabilities. Anyone with questions, concerns, compliments or complaints about the Policy, Training Materials or Plan may contact Human Resources in person, in writing, by e-mail, or by telephone:

Human Resources  
 ADJ Industries Inc.  
 2068 Piper Lane  
 London, ON N5V 3N6  
 Phone: (519) 455-4065 Fax: (519) 455-3264  
 Email: hr@adjindustries.com

ADJ will acknowledge your questions, concerns compliments and complaints and will provide a written response, together with its findings, within fourteen (14) business days of receiving your correspondence.

**8. RESOURCES AVAILABLE**

ADJ’s policies, practices and procedures related to the AODA are available to the public upon request. Where a request is made for a document by a person with a disability, ADJ shall provide the information contained in the document in a format that takes into account the person’s disability.

In addition, the following are sources of information about Accessibility Standards in Ontario:

- To view the Accessibility for Ontarians with Disabilities Act, or Ontario Regulation 429/07 Accessibility Standards for Customer Service, visit [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)
- To review requirements under the Accessibility for Ontarians with Disabilities Act or for additional resources about accessibility, visit [www.mcsc.gov.on.ca/mcsc](http://www.mcsc.gov.on.ca/mcsc)

More information about the customer service standard for accessibility is also available at [www.AccessON.ca/compliance](http://www.AccessON.ca/compliance)



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## 9. COMMUNICATION/TRAINING

Every person who deals with members of the public or who participates in developing ADJ's policies, practices and procedures governing the provision of goods and services to the public will receive training regarding the provision of goods and services to persons with disabilities.

- a. The training will include the following information:
  - The purposes of the Accessibility for Ontarians with Disabilities Act,
  - 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 support person
  - How to use equipment made available by the Company to help people with disabilities to access goods and services
  - What to do if a person with a disability is having difficulty accessing services.
- b. Training will be provided to each person according to his or her needs and duties and as soon as is practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.